

MATT LUGGERY



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Highly proficient Senior Analyst, recognized as top 1% of Fortune 50 Company. Founder of Citi Process Improvement Team, with a proven track record of innovation and success. Strong critical thinker with attention to detail, ability to think outside the box, and very quick learning curve. Excellent communicator both written and verbal, well versed in presentation, public speaking, and influencing stakeholders. History of high achievement and strong work ethic. Self-managed, adept at handling multiple assignments at once.

WORK EXPERIENCE

Senior Business Analyst and Head of Strategy

2017 to Present

Richter and Son Towing

Middleburg, FL

Responsible for analysis of business performance, supply chain management, and identification and optimization of potential strategy opportunities. Achieved average of 9% growth year over year, vs 5% historical average. Operational strategy optimized based on month, day of week, economic conditions, planned maintenance, and fuel pricing. Potential scrap buys evaluated for weight, parts value, location, and scrap center purchasing price. Sourcing adjusted on sliding scale for profit vs available storage space. Jira implemented to track "fix and sell" vehicle projects.

SKILLS: Business Analysis, Business Strategy, Data Analysis, KPI Dashboard, Microsoft Excel, Microsoft Office, Microsoft Project, Microsoft Vizio, Predictive Analytics, Product Ownership, Supply Chain, Tableau, Jira

Senior Business Analyst

2009 to 2017

Citibank

Jacksonville, FL

Senior Business Analyst for post charge off population for cards products. Developed ground level and C-suite reporting on populations, including strategy recommendations for attorney/agency/write off process. Recognized as top1% of 300,000+ employees. Created Process Improvement Team for cards product, giving an expedited view of issues on frontline. Issues addressed with proactive solutions driven by user stories, bugs, and other Scrum backlog data points. Selected to work on project revamping client payment web portal, resulting in a savings of \$10MM annually.

SKILLS: Agile, Business Analysis, Business Strategy, Corporate Communications, Data Analysis, Employee Management, Governmental Compliance, Historical Analysis, KPI Dashboard, Mentoring, Microsoft Excel, Microsoft Office, Microsoft SharePoint, Microsoft Vizio, Process Creation, Process Improvement, Risk Management, Scrum, Use Case, User stories, Work Flow Documentation

Director of Service and Support

2004 to 2008

Host.net / Broadband One

Boca Raton, FL

Responsible for oversight of team encompassing Technical Support, Customer Service, Physical Security, VoIP Development, and Technical Sales Support. Joined company as employee #6, and helped grow revenue from \$1.2MM to \$56MM annually through process development and data analysis.

SKILLS: Process Creation, Process Improvement, Technical Documentation, Work Flow Documentation, Director, Use

Case, Employee Management, Technical Sales Support

SKILLS

Agile

Corporate Communications - Ground Level to C suite

Data Analysis

Employee Management

Jira / Confluence

Mentoring

Microsoft Excel

Microsoft Project

Process Creation and Improvement

Salesforce

Scrum Master

Service and Support Center Management

Tableau

Training

AWARDS, ACCOMPLISHMENTS, AND CERTIFICATIONS

Citibank - Leadership in Excellence Award

04/ 2015

Given to top 1% in company as recognition for performance consistently above and beyond expectations over the course of a year. Includes free week stay in 5-star resort. Given for creation and rollout of process improvement team across cards product.

Citibank - Quality Excellence Award

01/ 2015

Awarded for excellence on individual work or projects. Received multiple times.

Citibank - Chair of Parents Network

2013 - 2017

Led Parents Network for 5000-person Jacksonville site. Provided support for working parents via social events, workshops, and donation drives. Worked with president of onsite child care facility to implement changes improving parent experience. Championed projects designed to provide better work / life balance for parents.

Citibank - Steering Committee Member, Mentoring Network

2013 - 2017

Member of 10 person Steering Committee for Mentoring Network for 5000-person Jacksonville location. Charged with leading mentor / mentee pairing based on skill sets and expressed goals. Responsible for leading resume writing and interview skills workshops. Program rotated every 6 months, with employee participation capped at 50 mentors & 50 mentees. Over two years, program went from 50% to 100% capacity.

Dale Carnegie - Highest Award for Achievement / Human Relations Champion

10/ 2006

The two top awards given to Dale Carnegie attendees. Human Relations award for how teachings have affected on a personal and emotional level, and Highest Award for Achievement given for overall demonstration of Dale Carnegie values. Both peer nominated and voted. Based on win of both awards, selected to return and assist with training of course.

Professional Scrum Master I (PSM-I) Certification

Salesforce Certified Associate

PROJECT WORK

Large scale project work performed as Director of Support and Service at Host.net, as part of design and implementation of internal departments, including Technical Support, Customer Service, Physical Security, VoIP, and Technical Sales Support. Project work completed with Project Management Life Cycle format. Projects leveraged user stories, industry standards and expectations on a platform and product basis, available and future resources including physical and technical infrastructure, and personnel and skillset configurations. Planning conducted in coordination with C-Suite officers to ensure anticipation of products and services not widely available in the industry at the time. Testing and refinement conducted by front line agents, network administration, sales team, and outside clients and vendors. Output of projects were world class service departments, including software infrastructure, process creation and documentation, knowledge bases, internal and external training, and escalatory process to ensure 99.99% uptime and support 4600% growth over 4 years.

Project work at Citibank worked mainly utilizing Agile / Scrum framework and with Sharepoint board support. Founded Process Improvement Team, designed to streamline client experience by providing direct path between front line agents and appropriate level of management for given issue. PIT output accounted for over 100 projects during time at bank. Acted as Scrum Master for projects, and often as product owner as well. Projects ranged between minor system changes resolved in a single 2-week sprint to complete revamp of Cards Collections payment portal taking over 1 full year. Regularly engaged resources from Software and Web Development, Risk, Legal, Training, and external departments. Several projects conducted in compliance with Consumer Financial Protection Bureau in order to avoid legal Consent Decrees.

Richter and Son required project work related to identifying opportunities for increased revenue. Due to resource constraints, projects worked using loose Scrum methodology. Acted as each role, objectively working projects on a daily basis, identifying and eliminating assumptions and cut corners. Reviewed projects with owner on weekly or semi-weekly basis, capturing any changing needs. Projects included construction of KPI dashboard, identifying highest performing vehicle sources as well as sources which need use discontinued, streamlining scrap and recycling buyers to reduce overhead, predictive scrap/recycle/tow decisioning process, and tow localization optimization.

DATA FLOW AND ANALYSIS

Data Flow documentation done in several roles. Data flow established and documented from ground up as Director of Support and Service at Host.net. Data gathered from several systems including ticketing, phone systems, colocation access logs, VoIP system, Solarwinds monitoring, and others. Data aggregated and relevant information routed to appropriate personnel. Done as part of several projects in PIT. Data flow tracked and documented to identify possible pollution points which were causing invalid results and generating PIT items. Data flow diagrams and information shared with desktop and development teams as part of Scrum process, to assist with identifying work needed and next steps. For Richter and Son Towing, data flow process established and curated as part of role, again from ground up. Information gathered daily progresses from vehicle acquisition to vehicle processing, and ultimately to scrap and recycling buyers. Process documentation for above roles performed in Vizio and Powerpoint.

Data Analysis performed as Director of Support and Service daily to first build and subsequently revise all policies and procedures. Data used to staff and train Customer Service and Technical Support to ensure in demand skillsets are trained, and eventually to break out multitiered support architecture. Data also drove building of internal and external knowledgebases, driven by volume of tickets by category and subcategory. Data used to identify product lines with the

highest / lowest cost overhead, allowing management to grow or discontinue products as appropriate. Data Analysis at Citi included building of several KPI dashboards for both pre and post charge off collections with multilevel roll up. Frequent ad hoc reporting requested by department management necessitated evaluation of available data, presenting information most relevant to reporting goal. Data Analysis performed on PIT items as necessary, gathering from multiple sources and collating into consumable reporting. Analysis performed on the team as a whole using data pulled from Sharepoint site. Large projects outside of PIT include gathering dialer data via SQL Server Management Studio and evaluating against to ensure FDCPA / CFPB compliance. Data aggregated from multiple Excel reports to establish current post charge off attorney and agency rates, and reconcile vs contracted rate. Data gathered from multiple teams within the post charge off team to identify gaps in debt validation letter handling, pursuant to consent decree by CFPB. Data Analysis at Richter and Son Towing involves daily decisioning of work (Scrap run vs Recycling run vs Towing vs Vehicle pickup), based on daily evaluation of vehicle and part inventory, scrap pricing from multiple buyers, recycling pricing, fuel cost, travel time, average tow volume, average tow distance, average tow fee, anticipated traffic, ideal location to idle if applicable, and others. Forensic data analysis performed weekly to ensure prediction metrics are performing as expected.

SQL EXPERIENCE

SQL queries performed at Citi as part of Process Improvement Team projects, as well as Business Analyst work. Queries pulled from dialer database on several occasions as part of call time and compliance reviews. Issues were specifically related to timing and frequency of calls in relation to FDCPA guidelines. Data chiefly imported via Microsoft Excel to be worked further for in depth analysis, with occasional use of SQL Server Management Studio. Data also imported via SQL database connection established via Tableau for Richter and Son Towing, for data transformation and presentation.

USER STORIES

User stories leveraged on multiple fronts at Host.net. User stories used from the perspective of Support / Service agents as well as multiple levels of management, to guide the creation and improvement of a ticketing system. User stories also used as part of technical sales and VoIP admin roles to ensure clients' needs are met. User stories employed as part of PIT at Citi, in order to facilitate project work. Projects mostly worked using Agile Scrum methodology, with user stories as the main source of requirements. Pertinent user stories reviewed during daily stand up meeting, as well as sprint review. Status updates provided for user stories tied to actual end users. High level project to revise payment portal for all of collections population driven almost entirely by user stories. User stories also leveraged with Richter and Son Towing to ensure that reporting meets needs of management and self as Head of Strategy.

JIRA

Jira used to track rebuild / repair vehicle projects to prepare for sale. Progress tracked using Kanban layout. Functionality tracked as Epics (Operation, Performance, etc), major vehicle systems tracked as Tasks (Electrical, Fuel System, etc). Individual parts or actions tracked as Sub-task (Replace Carburetor, Rebuild Fuel Pump, etc.). Dashboard used to identify cost overrun, projects in danger of missing deadlines, and opportunities for process improvement.