Matthew Robbins

IT Manager | People Manager | Program Manager | Change Practitioner

✉ mattjr4740@gmail.com   in linkedin.com/in/matthewrobbins2/   📞 803-673-3112

EXPERIENCE

Technical Program Manager, WSD
Microsoft US | 👤 Charlotte | 2022 – Present
Directed and coordinated team of engineers to deliver new Windows Self-Host Program (WiSP) infrastructure and track progress against goals. Integrated 20K systems in program in 3 months (3 months ahead of schedule). Enhanced product development for Windows, leading to user feedback increasing from 4% to 67%.

Support Engineering Manager, Azure Integration
Microsoft US | 👤 Charlotte | 2020 – 2022
Led Customer Supportability Team in North America for Azure Integration Services, including business of integrating on-premises and cloud-based applications, such as Azure Logic Apps, On-Prem BizTalk, HIS, as well as WorkFlow Manager. Managed 11 people to achieve exceptional customer service, leading to 4.76% out of 5% customer satisfaction rating

Support Escalation Engineer, Technical Advisor
Microsoft US | 👤 Charlotte | 2018 – 2020
Supported as SME Lead for Azure Monitor & Automation Team Reviewing and assisted with escalated issues for long running cases while providing excellent customer experience. Investigated and solved critical, complex, technical issues escalated from Tier 1 or Tier 2 from Support Escalation Engineers.

Support Escalation Engineer, Technical Advisor, PubSec
Microsoft US | 👤 Charlotte | 2016 – 2018
Served as SME Lead for Microsoft Bitlocker Administration and Monitoring [MBAM]. Took on role as trainer for other engineers and improved overall customer satisfaction rating from 3.9% to 4.65% out of 5%. Investigated and solved critical, complex, technical issues escalated from Tier 1/Tier 2 help desk support, including more than 47 customer issues per month.

Cyber Systems Operations & Cyber Transport Systems Supervisor, 145th Comm Squadron
Air National Guard | 👤 Charlotte | 2000–2021
Supervised 7-member team, maintaining training documentation along with performance reviews of each team member. Executed project management while providing guidance on implementation of newer technologies. Developed, monitored, and tracked complex mission-critical projects through project lifecycle.

ATTRIBUTES

Skills colleagues endorse

Relationship Management	IT Management	Cloud Adoption

Personal areas of growth

Data Security	Leadership	Open AI/ Chat GPT

MOST PROUD OF

One Microsoft
FY24 Q1: After implementing process for self-hosting OS, obtained satisfactory rating from users by 53% on process improvement, while opening further lines of communication from users to developers.

Contributions to others
Leader in Cub Scout Pack 704 which son is part of. Educate younger boys on different outdoor activities and health awareness. Assist with the creation of derby cars and hosting the pinewood derby tournaments for entire pack of scouts.

Career Fulfillment
Finished my 21-year career with US Air Force-Air National Guard, as a Non-Commissioned Officer In-Charge for the last 15years of that career.

EDUCATION

Masters in Business Administration
Columbia Southern University | AL, US
- Project Management
- Suma Cum Laude | 4.0 GPA

Bachelors in Information Technology
Columbia Southern University | AL, US
- Suma Cum Laude | 4.0 GPA
- Suma Cum Laude

Azure Fundamentals Certified
Microsoft Professional Certification
- Certification number: F6C544-93743B
- Earned on: October 15, 2023

Awards & Recognition

- Meritorious Service Medal
- Air Force Commendation Medal (x2)
- Air Force Achievement Medal (x2)
- NCO of the Quarter
- FY21 Q2 CSS Team Impact Award Winner
- Leader in Cub Scout Pack 704.