

Matthew A. Service

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Operations Executive

30+ years' success leading growth and innovation for organizations of all sizes.

Accomplished, results-driven SMB senior-level executive with proven track record of assisting companies develop and implement software, systems, and practices that reduce processing times and improve accuracy. Strategic problem solver with innate ability identify and develop innovative solutions to business issues that cross organizational boundaries. Employs a high level of professionalism and superior communication skills to manage vendor and client relationships.

Areas of Expertise

- Process & Systems Improvement
- Profit & Loss
- ISO, FDA, & Regulatory Systems
- Strategic Planning
- Customer Service
- Software Migration
- Organizational Leadership
- Project Management
- Budgeting

Professional Experience

Ultimate Nutrition, Farmington, CT

Executive Vice President Manufacturing Operations, 2016 - 2018

Develop and lead operational strategies to support long-term growth and business objectives through the supervision of 4 direct reports and 200+ indirect reports. Oversee all manufacturing and plant operations including raw materials and components warehouse; quality, regulatory and safety department, including QC/QA laboratory; IT department; and the facilities, maintenance and engineering department.

- ◆ Eliminated overtime and increased output by expanding manufacturing and plant operations from two shifts to three shifts.
- ◆ Implemented lean principles and process flows which reduced errors, decreased delivery times by 20% and increased overall productivity and throughput by 35%.
- ◆ Developed a high-performing, cohesive team by establishing high standards, communicating with transparency, recognizing accomplishments, and leading programs that foster employee engagement and teamwork.

Environmental Office Solutions, Inc, East Hartford, CT

VP Special Projects - Compliance, Information Technology & Human Resources, 2012 - 2016

Developed, implemented, and oversaw the R2:2013, ISO 14001:2004, OSHAS 18001:2007 and EPRA (Canadian) certification programs. Ensured readiness for internal and external audits. Published and implemented data disaster recovery and business continuity plan, as well as network infrastructure upgrades. Collaborated with human resources to deliver a positive, inclusive working environment resulting in high employee morale, internal promotions and retention.

- ◆ Increased top line revenue by 25% within the first year through implementation of R2.
- ◆ Upgraded the Customer Relationship Management (CRM) software; integrated CycleLution Warehouse and Recycling Software.

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Service Internet Solutions, LLC, Suffield, CT

Founder & President, 1995 - 2015

Established strategic partnerships with Tier 1 and world-class providers including AT&T, Rackspace, and SoftLayer to introduce emerging technologies and enterprise class services. Designed and implemented back-end management and reporting systems resulting in increased efficiencies and cost savings.

- ◆ Developed, engineered, and launched custom web-based solutions that included public facing lead capture, selector guides, quoting and e-commerce systems that accelerated and maximized sales
- ◆ Designed and implemented sophisticated private, internal, back-end management and reporting systems which yielded significant efficiencies and cost savings.

HDGroup, LLC, Greenwich, CT

CTO / Partner, 2004 - 2014

Managed the day-to-day operations and provided high-level technology and business direction to achieve overall company goals and objectives. Negotiated hosting and sub-contractor agreements and contracts.

Professional & Community Involvement

- The Hundred Club of Connecticut, Board of Directors
- Suffield Board of Education, Board Member/Chairman of the Negotiations Committee
- Town of Suffield Technology Advisory Committee, Vice Chairman
- Operation Fuel, Vice Chairman Board of Directors
- American Cancer Society Relay for Life, Chair for Entertainment Committee