

Matthew Pike

Director of Operations

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Open to Remote ◇ Open to Relocate ◇ Open to Hybrid ◇ Open to Travel ◇ Open to On-Site ◇ [LinkedIn](#) ◇ [Portfolio](#)

SUMMARY

SENIOR LEVEL BUSINESS LEADER: Senior leader in strategic operations and workforce management with 15+ years of experience transforming service delivery, workforce planning, and quality management across multi-site environments. Directed department level operations for ADT/Protection 1 across 3+ sites with 500+ employees and a \$25M budget, implementing OKRs and KPIs that delivered significant service time reductions generating >\$950K in annual savings; built dashboards for real-time KPI tracking and executive decision-making and championed automation and AI adoption creating a savings of ~\$250K annually. Proven at leading cross-functional teams to scale performance frameworks, align operations with corporate goals, and improve customer experience through forecasting, scheduling, and KPI-driven staffing strategies.

EXPERIENCE

OWNER / PROPERTY MANAGER (Part-Time)

Present

AMP PROPERTIES LLC

Wichita, United States

- Operate a multi-unit rental property business, overseeing financial performance, budgeting/forecasting, and long-term value growth.
- Manage tenant relations, lease agreements, collections, and legal compliance to ensure satisfaction, occupancy, and risk mitigation
- Direct vendor negotiations, maintenance, and renovation projects to preserve and enhance property value
- Lead marketing and leasing efforts including advertising, applicant screening, rental pricing, and adherence to fair housing regulations.

DIRECTOR, WORKFORCE MANAGEMENT AND OPERATIONS

2024 — 2024

PATRIOT MOBILE (2024)

Grapevine, United States

- Developed and implemented a workforce management framework, building high-performing forecasting, scheduling, and real-time teams to optimize staffing, service levels, and operational efficiency.
- Created and deployed OKRs to set the strategic path for integrating consistent company-wide WFM standards and operational procedures, ensuring alignment across teams and departments.
- Established departmental KPIs and real-time monitoring to enhance resource alignment, drive performance, and ensure a seamless customer experience.
- Led cross-functional initiatives with Client Management, IT, and Operations to deliver customer-centric service improvements and optimize resource use.
- Developed quality assurance frameworks and performance metrics aligned with regulatory standards to ensure compliance and measurable service gains
- Developed staffing strategies that align service level goals with budgetary constraints, accurately projecting required headcount.

SENIOR MANAGER, ENTERPRISE OPERATIONS

2016 — 2024

ADT/Protection 1

Wichita, United States

- Directed enterprise operations across multiple sites with oversight of 500+ employees and a \$25M budget, ensuring alignment of resources with service and financial goals
- Created and implemented departmental OKRs to reduce production costs, achieving measurable efficiency gains and sustained budget improvements.
- Developed KPIs to monitor and maintain success of OKRs, providing ongoing visibility into service levels, cost savings, and workforce efficiency
- Built SQL and Tableau dashboards for real-time KPI tracking, enhancing transparency and executive decision-making.
- Managed vendor partnerships, leadership development, and company-wide initiatives, including the successful COVID-19 remote transition.
- Championed automation and AI adoption, eliminating manual processes and saving 5 FTE (~\$250K annually)
- Delivered measurable performance improvements, including service time reductions generating over \$950K in annual savings

TELECOM – ALARM RECEIVER ENGINEER

2012 — 2016

ADT/Protection 1

Wichita, United States

- A Managed critical operational infrastructure supporting 24/7 customer and branch operations
- Led deployment and integration of new telecom software and servers across multiple sites, improving operational continuity

- Employee of the Month for leading IT project reducing average handle time to save \$300,000 and for planning the seamless rollout of new alarm receivers without customer disruption.

MANAGER, WORKFORCE MANAGEMENT

2007 — 2012

ADT/Protection 1

Wichita, United States

- Designed and implemented a workforce planning model adopted across service departments, improving efficiency and budget performance
- Led teams overseeing staffing, scheduling, quality assurance, and real-time monitoring
- Employee of the Month for creating a workforce planning model that transformed customer service budget performance from \$90,000 over budget in April to \$240,000 under budget by year-end.

Multi Role

1998 — 2007

BANK OF AMERICA

Wichita, United States

- Content Manager, Customer Service
Team Manager, Retirement and Investment Services
Team Manager Consumer and Business Banker

EDUCATION

Bachelor of Business Administration in Bachelor of Business Administration, WICHITA STATE UNIVERSITY

Present
Wichita

CERTIFICATIONS

Six Sigma Greenbelt

Leadership Development, Wichita State University CMD

Project Management, Wichita State University CMD

SQL, Udemy

SKILLS

Operational Leadership & Management Operations Management, Visionary Leadership, Culture Development, Leadership Development, Performance Management, Workforce Management, Annual Budget Planning

Process Improvement & Project Execution Six Sigma Green Belt Certification, Process Optimization, Project Management, Problem Analysis, Continuous Improvement

Data, Analytics & Cross-Functional Enablement SQL, Tableau, Data-driven Decision Making, Cross-Functional Collaboration, Reporting & Analysis

Languages English

PROJECTS

Enterprise Operations & Workforce Transformation

- Led end-to-end operational and workforce management transformations across multi-site environments, optimizing staffing, service levels, and cost efficiency.

Financial & Performance Management (\$20M+ Budgets)

- Owned workforce planning, budgeting, and operational OKRs supporting 400+ employees and \$20M+ in operating budgets while maintaining service and profitability targets.

Executive Reporting & Decision Support

- Developed KPI frameworks and executive dashboards to improve visibility into operational performance, financial outcomes, and capacity planning.

Service Performance & SLA Optimization

- Established KPIs, monitoring, and governance models to improve response times, reliability, and operational accountability.

AWARDS

Employee of the Month

Recognized for cross-functional leadership in designing and executing a COVID-19 response strategy, enabling rapid transition to work-from-home operations with minimal service disruption.

Employee of the Month

Protection 1

Recognized for leading the planning and deployment of alarm receiver refreshes and server upgrades across multiple sites, including integration with monitoring software.