

Matthew Carpenter

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Ph.D.(c) Research Student, Tech Management and
Digital Communication Systems

Indiana State University

Master of Science, Engineering Management

The University of Kansas

Bachelor of Science, Management and Computer
Information Systems

Park University

Oracle Cloud Infrastructure Architect (OCI)
Cisco Certified Network Associate (CCNA)
AWS Technical Professional
AWS Business Professional
Microsoft Certified Professional (MCP)
CompTIA A+
Six Sigma Yellow Belt

Certifications

American Heart Association 2021 - Women's Awareness,
Heart Ball Official Sponsor

Competitive Baseball Coach (10+ years)

FinTech Consultant for Non-Profit Organizations

Mentoring Early Professionals (LinkedIn)

Leadership Consultant and Executive Coach

Elegant Elephant Co - Fine Woodworking for Non-Profit
Auctions

Service / Community Outreach

Top 9 Books Read in 2024-2025

- ✓ "Grit" by Angela Duckworth
- ✓ "The Energy Bus" by Jon Gordon
- ✓ "Good to Great" by Jim Collins
- ✓ "Atomic Habits" by James Clear
- ✓ "Thinking Fast and Slow" by Daniel Kahneman
- ✓ "Drive" by Daniel Pink
- ✓ "Hidden Potential" by Adam Grant
- ✓ "How to Win Friends and Influence People" by Dale Carnegie
- ✓ "Mastery" by Robert Greene

March '25

Organization builder and coach of value and excellence through accountability - delivering a unique model of high emotional intelligence. Passion for building leaders and delivering successful business outcomes, by analyzing existing building blocks, and deploying best practices for an amazing customer experience.

- Dedicated to serving the community, through STEM projects, and my non-profit which builds custom find woodworking furniture and heirlooms for the **American Heart Association** Annual Auction held in Kansas City
- 25+ years of experience with geographically diverse, International remote team leadership and development of First/Second Line Leaders
- Involved in 3 Startup firms, once as a founder, and two acquired by publicly traded firms. Experience with M&A, team integration, and process standardization (SBC/AT&T, Sprint/Sprint PCS, Layered Tech, NetApp/CloudCheckr/Spot)
- Executive presence, qualitative analytical methodologies in concert with executive coaching skills, deep global remote leadership experience, supported by references and documented team success across multiple lines of business including pre/post-sales, engineering, and customer success. 16+ Professional Recommendations (**LinkedIn Recommendations**)
- Built a diverse Customer Success Organization from 10 to 50, consisting of 5 leaders on 4 Continents for Spot by NetApp, growing the revenue from \$30M to \$100M in 7 months, with 85% of all net-new revenue originating from my organization - improving NPS, CSAT, while reducing Customer Churn
- Proficient in Microsoft Power BI, Excel, Zoom, Apex, Slack, Autodesk Fusion 360, and Office expert, proficient in remote motivation techniques, process development, and feed-forward ecosystems for tailored leadership development.

If you have any questions and/or are open to providing me with an opportunity to discuss the open position, please contact me by phone, text or email.

Sincerely,

Matthew Carpenter

