

MATTHEW SMITH

IMPLEMENTATION • SOLUTIONS • INTEGRATIONS • AI

matthew@arsosolutions.io | linkedin.com/in/matthew-smith-72626631 | U.S.-based • Open to Relocation

PROFESSIONAL SUMMARY

Technical implementation and solutions professional who turns business requirements into working software and systems. Experience spans enterprise SaaS implementation, integrations, rapid prototyping, application development, testing, production launch, customer training, and adoption. Combines client-facing implementation experience with hands-on building using APIs, JavaScript, OpenAI, Supabase, Vercel, and modern development tools.

Experienced working between customers, operations, product, and technical teams to understand how something needs to work, translate those requirements into a practical solution, and carry it through implementation and successful use.

SELECTED TECHNICAL WORK

RECAP | *Bowling Operations Software*

PRODUCT DEVELOPMENT • WORKFLOW MODELING • DATA ARCHITECTURE • RAPID PROTOTYPING

- Designing and building a modern bowling operations platform around the real workflows of bowling centers and tournament directors.
- Translate tournament, league, scoring, bracket, side-pot, historical-data, and center workflows into application requirements, data models, operational logic, and tested functionality.
- Develop through iterative prototypes, live operational use, user feedback, testing, and refinement rather than designing the product in isolation.

OccuBoard | *AI-Assisted Career Platform*

AI INTEGRATION • APPLICATION DEVELOPMENT • WORKFLOW AUTOMATION • USER EXPERIENCE

- Built an AI-enabled application for job-fit analysis, resume tailoring, application management, recruiter outreach, and career workflows.
- Integrated OpenAI, REST APIs, Supabase, GitHub, and Vercel into a production SaaS application, taking unstructured career information through AI analysis to usable outputs and next actions.
- Own product strategy, feature development, testing, deployment, and iterative improvement based on actual use.

ARSO Client Solutions | *Real businesses. Working software.*

REQUIREMENTS • TECHNICAL APPROACH • IMPLEMENTATION • DEPLOYMENT

- Lead discovery to understand business problems, workflows, users, constraints, and desired outcomes before determining the technical approach.
- Build and deploy customer-facing applications and workflow solutions, then support launch, training, refinement, and ongoing use.

PROFESSIONAL EXPERIENCE

ARSO Solutions Lab

2024 - Present

Solutions Engineer & Implementation Lead

- Partner with clients to analyze operational workflows, gather requirements, identify problems and opportunities, and translate them into practical technical solutions.
- Design, build, deploy, and improve SaaS applications, AI-assisted workflows, automation, and customer-facing applications using OpenAI, JavaScript, REST APIs, Supabase, Vercel, GitHub, and modern cloud technologies.
- Work hands-on within application codebases to implement features, integrations, fixes, deployment changes, and iterative product improvements.
- Lead projects through discovery, prototyping, implementation, testing, production deployment, documentation, customer training, adoption, and refinement.

PROFESSIONAL EXPERIENCE - CONTINUED

TouchNet Information Systems

4 Years

Implementation Specialist / Customer Success

- Led enterprise SaaS implementations from discovery and requirements through configuration, integration, testing, go-live, training, adoption, and post-production support.
- Built and supported integrations involving REST APIs, XML, authentication, data mapping, and enterprise ERP systems including Banner, PeopleSoft, and Colleague.
- Worked across development, test, and production environments performing backend configuration, customer-specific enhancements, testing, deployment validation, production releases, and technical troubleshooting.
- Served as the primary technical contact connecting customer stakeholders with engineering, product, support, and internal teams throughout implementation.
- Diagnosed production issues, coordinated incident resolution, implemented customer-specific fixes, and supported customers through stabilization after launch.
- Managed 12–15 concurrent enterprise implementations while maintaining project timelines, documentation, technical coordination, and customer communication.

Sock101

9 Years

Founder | Technical Operations & Product

- Built and operated an eCommerce business while designing the systems supporting CRM, inventory, fulfillment, marketing automation, customer lifecycle management, and reporting.
- Created custom operational workflows, structured data models, integrations, dashboards, and automation to replace manual processes and support day-to-day operations.
- Used customer, financial, inventory, and operational data to identify problems, prioritize improvements, and make product and business decisions.
- Managed the practical side of technology adoption by selecting tools, implementing them into existing workflows, training users, troubleshooting issues, and adapting systems as the business changed.

Alliant Techsystems (ATK) - Lake City Army Ammunition Plant

3 Years

IT Intern → R&D Intern → Junior Project Manager

- Progressed from IT into R&D project management supporting engineering, manufacturing, testing, and technology initiatives in a highly regulated environment.
- Coordinated engineers, technicians, vendors, schedules, documentation, testing, and validation activities across complex technical programs.
- Worked with engineering teams through structured testing, failure analysis, design changes, and repeated validation cycles.
- Implemented SharePoint collaboration solutions, developed documentation and SOPs, trained cross-functional users, and presented implementation approaches to leadership.

TECHNICAL CAPABILITIES

Implementation & Delivery	Discovery • Requirements • Configuration • Testing • Production Launch • Training • Adoption • Production Support
Systems & Integrations	REST APIs • XML • ERP Integrations • SAML/SSO • Authentication • Data Mapping • CRM Platforms
Development	JavaScript • HTML/CSS • Supabase • Vercel • GitHub
AI & Automation	OpenAI • Workflow Automation • AI-Assisted Applications
Platforms & Tools	Salesforce • Jira • HubSpot • Podio • Shopify • Klaviyo • Google Analytics • PostHog

EDUCATION

Bachelor of Science - Information Systems / Business Technology | Northwest Missouri State University