

MATTHEW GAMBLE



Insightful, results-driven IT professional with over twenty five years experience directing a broad range of telecommunications, internet, and cloud service initiatives. Hands-on experience leading all stages of system development efforts, including requirements definition, design, architecture, testing, and support. Outstanding project and program leader; able to coordinate and direct all phases of project-based efforts while managing, motivating, and guiding teams. Proven management and leadership experience on both technical and business levels. Successful history of learning and implementing new technologies, designing implementation plans and training procedures. Proven ability to communicate with customers keeping in mind company objectives and customer satisfaction.

EXPERIENCE

NOVEMBER 2022 - PRESENT

PRINCIPAL, INT13 CONSULTING INC. – INT13.CA

Founded a boutique Consulting firm focused on supporting and enabling customers to leverage cloud, security, and voice over IP platforms to enhance business outcomes. With a specialization in cloud, assisted clients in migrating workloads to cloud, upgrading IaaS applications to cloud native deployments, and more

Key Achievements:

- Developed strategies with clients to deploy and maintain services in major cloud platforms including Amazon, Azure, and Google
- Designed, developed, deployed, and supported voice over IP and cloud platforms and related services for customers across North America
- Developed custom software solutions to achieve business goals
- Assisted customers with regulatory and policy initiatives.

JUNE 2015 – OCT 2022

PRINCIPAL TECHNOLOGIST, EGATE NETWORKS INC.

Responsible for designing, building, and operating all aspects of the EGATE Network, including VoIP services, cloud services, managed network services, private connectivity services, and Internet Access Services.

Key Achievements:

- Migration of legacy code bases to modern standards, including migration of code to AWS Lambda functions and Azure Functions.
- Developed and launched a scalable lightweight retail digital content delivery and playback platform (screenserve.ca)
- Deployed Metaswitch Class 4/5 softswitch for EGATE and transitioned the legacy network with minimal customer impact, increasing network capacity and availability
- Developed in-house least cost routing engine, allowing EGATE to optimally route calls
- Designed, developed, and deployed HostedPBX product line
- Developed complex integration to allow Microsoft Teams to utilize a Carrier Grade Voice Platform allowing Enterprise customers to leverage Next Generation Telephony in a traditional environment
- Developed and deployed proof of concept using Amazon Alexa integration with IP Telephony devices (siplexa.com) allowing delivery of Alexa services to run on traditional desktop phones

- Worked directly with enterprise customers to develop products, solutions and processes based on stakeholder requirements

MAY 2014 – JUNE 2015

PRINCIPAL, THOUGHTFIRE CONSULTING INC.

Founded a boutique Consulting firm focused on enabling customers to make use of emerging cloud platforms. With a specialization in voice, assisted clients in delivering next generation products and services to the end user utilizing the latest technology stacks and cloud platforms. Deployed Voice over IP (VoIP), virtualization, and Software Defined Networking (SDN) technologies for clients.

Key Achievements:

- Developed strategies with clients to deploy and maintain services in major cloud platforms including Amazon, Azure, Google, and IBM.
- Designed, developed, deployed, and supported voice over IP and cloud platforms and related services for customers across North America
- Developed custom Android and iOS applications for customers
- Worked with customer teams to create product roadmaps and refine the customer experience in the entire product lifecycle.
- Assisted customers with regulatory and policy initiatives.

APRIL 2013 – MAY 2014

TECHNICAL PRODUCT MANGER, PRIMUS TELECOMMUNICATIONS CANADA

Responsible for providing technical leadership and guidance to stakeholders throughout organization. Communicating with all areas of the company and working with product management to define product needs and requirements. Assisting product management with the go-to-market strategy, helping understand the product positioning, key benefits, and target customer base. Serving as a champion of the services and products both internally and externally. Maintaining communication among and between business stakeholders and technology teams to ensure alignment of vision and implementation of new product or service enhancements.

Key Achievements:

- Worked with business stakeholders to identify market requirements to maximize the business value of the Primus voice product portfolio
- Researched and tested new products and technologies as well as assessed the level of effort to bring those technologies to market
- Managed software development lifecycle of customer facing applications in an agile environment
- Enhanced the customer experience by acting as the voice of the customer inside the business to ensure a consistent and positive experience

AUGUST 2006 – APRIL 2013

SYSTEMS ARCHITECT / MANAGER, PLATFORM ENGINEERING, PRIMUS TELECOMMUNICATIONS CANADA

Responsible for multiple nationwide Voice over IP platforms, ISP services, virtualization platforms and other related services. Provided a leadership and mentoring role to junior staff members. Proactively assigned resources to meet workflow needs. Created development plans, project documentation, end user training, and test cases.

Key Achievements:

- Designed and developed patent pending Telemarketing Guard platform
- Designed, developed, and deployed HostedPBX product line
- Migration and consolidation of legacy servers into VMWare and Xen virtualization environments
- Developed highly available geo-graphically redundant voicemail platform using CouchDB
- Consistent project delivery within scope, schedules, and budget.
- Developed customer facing application interfaces for VoIP platforms as part of shift to an application-centric view of telecommunications services.
- Designed enterprise messaging bus architecture for inter-service and inter-department communication ■ Reduced customer churn on VoIP products through proactive monitoring, performance analysis, etc

BOARD EXPERIENCE

JUNE 2018 - NOW

VICE-CHAIR, INTERNET SOCIETY, CANADA CHAPTER

- Developed regulatory strategy to meet key objectives of the organization
- Advocated for the organization's goals in front of regulators, government officials, and others

NOV 2018 – NOV 2021, OCT 2022 - PRESENT

DIRECTOR, CANADIAN INTERNET REGISTRATION AUTHORITY

- Development of 5-year strategic plan for the organization for national internet registry
- Active involvement of development of risk strategy