

# Matthew R. Mucker

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## WORK HISTORY

3/2022 - 12/2023 *Engineering Manager, VIZIO, Inc. (Addison, TX)*

- Managed a team of 4 FTEs and 3 near-shore contractors developing scalable, resilient, highly available microservices deployed to AWS with Terraform and Github Actions
- Performed candidate screening, interviewing, hiring, and onboarding of new employees
- Spearheaded a pivot from a traditional dev team to DevOps/SRE best practices, working with the team to think about SLOs and how to measure them and how we can build observability a
- Coached and mentored direct reports, found projects to keep them engaged and enhance their technical skill sets. Met regularly in 1:1 meetings and in project meetings to track progress and provide feedback
- Helped plan strategic decisions to make our applications highly scalable, available, and resilient
- Planned team's work in two-week sprints. Prioritized story backlog, ensured sprint alignment with broader goals, clarified acceptance criteria, ensured team members had an appropriate workload
- Met regularly with org leadership and peer managers to ensure all teams were coordinated in their efforts to deliver solutions to the product teams
- Maintained vendor relationships with VIZIO's identity provider (Ping Identity) and consent provider (OneTrust), managed support issues with vendors, met on weekly status calls to ensure we were aligned with our partners for using services to meet VIZIO's objectives. Reviewed contract renewals and advised senior management on contract options
- Piloted architecture of our "North Star" effort which will build the infrastructure to support VIZIO's future. Leading the team creating foundational services such as cross-application event brokering and centralized authentication and authorization services that are secure, highly available, and resilient and will support VIZIO's future application portfolio
- Have hands-on experience building solutions with Ping Directory and Ping Federate to support identity functions with OAuth2 clients and SSO federation to Azure Active Directory that generate JavaScript Web Tokens (JWT) for client application authentication and authorization
- Oversee and assist with the architecture and implementation of data pipelines for integrating first- and third- party data into the VIZIO data lake

12/2021 - 3/2022 *Senior Data Engineer - IoT, VIZIO, Inc. (Addison, TX)*

- Managed the ingestion of ~3 billion messages/month from a fleet of ~35M internet-connected televisions working for one of AWS' top 3 largest IoT customers
- Built and managed a pipeline from AWS IoT MQTT to Kafka, which was later implemented with Kinesis Firehose to S3 in place of Kafka and Confluent connectors
- Moved large parts of the infrastructure into Terraform, bringing it under version control and deployable through a CI/CD pipeline
- Built monitoring and alarming with AWS CloudWatch services and Grafana
- Drove the organization toward more disciplined DevOps practices, such as CI/CD and Infrastructure-as-Code with Terraform and git/Github
- Worked cross-team to find opportunities to minimize cloud spend without sacrificing reliability, scalability, or resiliency of the data ingestion pipeline

- 6/2021 - 11/2021** *Data Engineer, Hunt Energy Network (Contractor) (Dallas, TX)*  
Managed automated ingestion of data from various sources into PostgreSQL database, primarily with Python scripts running in ECS Fargate or Lambdas querying REST endpoints.
- 5/2020 - 6/2021** *Senior Data Engineer, Capital One, Plano, TX*  
Responsible for a number of data ingestion and reporting tasks supporting credit bureau reporting. Maintain Scala code for ingestion from Apache Kafka, author and edit SQL queries for various business reports, manage Apache Airflow jobs. Troubleshoot production failures and create remediation plans to prevent future occurrences. Write ETL scripts using Python and/or custom enterprise tools to ingest data into AWS cloud data warehouse.
- 1/2018 - 12/2019** *Solutions Architect – Chief Data Office, AT&T Corp, Plano TX*  
Performed a mix of data scientist, data engineering, technical design, and project management roles to productionalize ML/AI projects for internal business units. Led technical architecture discussions for new projects, interfacing with business client leadership and IT and development teams. Built data pipelines with Hive/Sqoop/PySpark to locate, query, clean, format, and ingest data from a variety of data sources (Vertica, Teradata, etc.) into the Hadoop data lake. Performed exploratory data analysis with Hive, Python, and R. Built data visualization dashboards with Microsoft Power BI and Tableau. Assisted data scientists in data modeling, artificial intelligence (AI)/machine learning model building and validation, and hypothesis testing. Worked with cross-team groups to specify project goals (performance, security, scalability, reliability, etc.), ensure products were delivered on time and identified and resolved project jeopardies.
- 5/2016 - 1/2018** *Video Reporting and Analytics – Video Operations, AT&T Corp, Irving TX*  
Generated reports and data visualizations for video platform performance with 6M accounts and 24M set top boxes. Wrote Python code to query vendor REST API's to get clickstream data to consolidate metrics for management. Installed both a Hadoop cluster and an OpenStack internal cloud platform for testing/lab purposes. Made regular presentations to management.
- 4/2012 - 5/2016** *Team Lead – U-Verse Network Operations, AT&T Corp, Irving TX*  
Managed a team of 14 individual contributors in day-to-day operations of the IPTV Hardware team. Ensured that our 11,000+ servers and 600+ Storage Area Networks were operational and that hardware failures were remediated in a timely manner. Managed our business unit's relationships with hardware vendors to ensure seamless support for our servers. Managed risks of hardware maintenance against potential customer outages for 5 million+ cable television subscribers, scheduling both routine and exceptional maintenance tasks to eliminate or minimize disruptions to customers. Ensured that all scheduled work was performed on time and done correctly. Responsible for escalations to other business organizations in the company and getting complex, cross-team issues resolved. Mentored and coached my team and acted as the team's mentor in technical architecture. During this time I was the primary contact person for a complex, 18-month upgrade of ~13,000 servers for U-Verse television.
- 4/2008 – 4/2012** *Sr. Network Operations Manager, U-Verse Operations, AT&T Corp, Irving TX*  
Maintained ~3400 production Windows servers that delivered cable television to customers in 17 metropolitan areas in the United States. Ensured that television services were not disrupted. Responded to and corrected system outages. Planned and performed change management tasks during defined time windows using Systems Center Operations Manager (SCOM), Systems Center Configuration Manager (SCCM) and other automation tools. Developed automation tools to ease routine maintenance and diagnostic tasks. Mentored my peers by developing brownbag training sessions, wrote code to automate maintenance tasks and for ad hoc reporting.

**2/2005 – 4/2008**

*Support Engineer – Security, Microsoft Corp, Irving, TX*

Performed top-tier support for cybersecurity related issues. Supported Microsoft's largest customers, including Fortune 500 companies, the U.S. armed forces, national, state, and local government entities on complex support issues. Was an escalation point for Microsoft's worldwide support organization for any issue related to security. Advised customers on security policy and implementation issues. Assisted customers with security assessments, including onsite security assessment engagements. Responded to customer security breaches, assisted customers with the determination of how intrusions occurred, remedial action, and preventative action against further compromise. Supported Microsoft's security technologies, Worked with the Microsoft Security Response Center responding to reports of vulnerabilities in Windows and other Microsoft products.

## **EDUCATION**

### **University of Oklahoma**

Master of Science in Data Science and Analytics, Dec. 2018

### **University of Texas at Arlington**

Master of Business Administration

### **University of Houston**

Bachelor of Science in Medical Technology

## **CERTIFICATIONS**

AWS Solutions Architect (Associate)

AWS Developer (Associate)

AWS SysOps Administrator (Associate)

CISSP (expired)

## **PERSONAL PROJECTS**

Currently working on building a SaaS platform on AWS. Primary components are API Gateway with Lambda functions written in Go (Golang), DynamoDB, Route53 public hosted zones, S3, EventBridge, Kinesis Firehose, KMS, and Cognito. Running EC2 instances in private VPCs peered across regions with VPC Peering. Terraform is my IaC tool and CodeCommit is hosting my git repo. Front-end is Dart/Flutter for mobile clients.