

MATTHEW FRANZEN

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Bullard, TX

mf-web-resume.vercel.app

SUMMARY

Data Analyst | Transforming Numbers into Insights 📊 Passionate about uncovering trends, solving problems, and delivering data-driven decisions | Proficient in data analysis tools and visualization | **Seeking new opportunities to apply my analytical skills and make an impact.**

Systems Analyst | Bridging Technology and Business Needs 🖥️ Expert in analyzing, designing, and optimizing systems for efficiency | Skilled in requirements gathering, process improvement, and software integration | Passionate about leveraging technology to drive organizational success | **Seeking new challenges to apply my analytical and problem-solving skills in the dynamic world of systems analysis.**

Experience

Project Coordinator

TechServ Engineering & Consulting

12/2023 - Current Tyler, Texas, United States

Project Coordinator | Turning Plans into Progress 📊 Expert in organizing, tracking, and delivering projects on time and within scope | Skilled in cross-functional communication, scheduling, and resource management | Passionate about streamlining workflows and supporting teams to achieve strategic goals | **Seeking opportunities to contribute to impactful projects and drive operational excellence in a fast-paced environment.**

Project Coordination & Process Improvement

- Spearheaded the adoption of **Scribe**, significantly **enhancing SOP and process documentation** across multiple projects; became a **cornerstone tool for onboarding, training, and standardization.**
- Created, updated, and maintained **project trackers, dashboards, and management reports** using Excel, Power Query, and VBA to streamline operations and improve project visibility.
- Developed and implemented **Python and VBA tools** that reduced manual processing times across the board on every resource level
- Led the end-to-end setup of project infrastructure including **SharePoint homepages**, online forms, tracking sheets, and Katapult environments.

Skills

Microsoft Office -- NetSuite

Power BI -- Tableau -- SQL

Data Visualization

Katapult – ArcFM – Pole Foreman

Process Improvement

Teamwork -- Problem Solving

Tech Support -- Training

Telematics -- Project Management

Achievements

🔧 Transformed QC and Process Automation

Introduced automated QC tools across multiple utility design projects (Charter, Entergy, CPS Energy), converting manual 20-60 min processes into instant 1-minute validations.

📄 Enabled Teamwide Efficiency & Training

Deployed Scribe to streamline SOP documentation across projects. Created centralized SharePoint hubs, onboarding packages, and dashboards for designer performance. Resulted in faster ramp-up for new hires, better team visibility, and scalable knowledge transfer

📊 Built Powerful Project Tools & Dashboards

Engineered Excel- and Python-based tools for tracking production, project management, invoicing, and field data intake. These tools integrated seamlessly with client deliverables and saved hundreds of hours across teams.

Experience

Project Coordinator

TechServ Engineering & Consulting

Quality Control Automation

- Engineered over **20+ custom Katapult QC tools (including 100+ coded checks)** across multiple utility projects (Entergy, Oncor, CPS Energy, Charter Walkout) using Katapult's QA/QC bubble coding system and VBA/Python scripts.
- Converted manual QC tasks into automated tools with **30-78 validation checks per job**, increasing design and QC throughput by **20-30%**, while ensuring **100% accuracy**.
- **Standardized QC processes** across projects, allowing for designer self-QC and coordinator verification, drastically reducing rework and bottlenecks.
- Developed a **Master QC Toolbox (Python GUI)** to consolidate frequently used project tasks into a user-friendly interface with **one-click operations**.

Technical Leadership & Training

- Acted as **sole or co-lead coordinator across multiple large-scale utility projects**, including project initiation, documentation, and full operational setup.
- **Designed and led training programs** and one-on-one coaching on joint use philosophy, Excel, design strategy, and quality assurance, elevating team skills and overall project quality.
- Facilitated knowledge transfer through **meticulously documented SOPs** and technical guides using Scribe, improving onboarding speed and team independence.

Project-Specific Highlights

- **Entergy:** Developed a Kat QC Tool with 45+ automated checks, reducing MR delivery QC **from 1 hour to 1 minute**. Created dashboards and full project infrastructure from scratch.
- **Charter Walkout:** Created over 10 QC tools, a **Python Master Toolbox**, and led SharePoint and tracker development to support BEAD preparation and new designer onboarding.
- **Oncor:** Automated daily reporting using Python, reducing report generation from **25 minutes to 2 minutes** with 100% accuracy and no dependency on manual intervention.
- **CPS Energy:** Developed and maintained over **10 QC tools**, custom report exports, project trackers, and a SharePoint system that enabled seamless project execution from day one.

Systems Analyst

EOBR Logistics



06/2022 - 07/2023



Tyler, Texas, United States

Systems Analyst | Bridging Technology and Business Needs  Expert in analyzing, designing, and optimizing systems for efficiency | Skilled in requirements gathering, process improvement, and software integration | Passionate about leveraging technology to drive organizational success | **Seeking new challenges to apply my analytical and problem-solving skills in the dynamic world of systems analysis.**

- Created and customized dashboards (Power BI) & Excel sheets to track large scale deployments for large company fleets.
- Provided a central hub of information for each individual project & project manager needed most to perform their jobs efficiently.
- Continually supported our team with insights into improving efficiency in daily and long-term tasks. I created tools to be used in a simple but effective way by the support staff from various backgrounds. I also provided training where necessary.
- Created a network of technology systems to efficiently provide the tools for the entire team in the office and in the field.
- Provided tools and support to 30 technicians in the field, daily.
- Created and provided written reference material for staff and technicians.
- Planned and carried out data migrations from older systems to newer systems, customizing them to fit our needs.
- I worked with various technology companies to find out exactly what we needed and the most cost-effective ways to get there.

Experience

Senior Project Manager

EOBR Logistics

02/2020 - 06/2022 Tyler, Texas, United States

I have successfully led numerous large-scale fleet technology deployments. This company specializes in installing / maintaining major fleet management telematics systems (GPS / ELOG systems) for numerous major companies that include, but not limited to:

- Coca-Cola Southwest Beverages
- Amazon
- Pepsi
- Rush Enterprises
- Compass Canteen
- UPS
- First Student
- Halliburton
- Baker Hughes
- Basic Energy

The fleet technology includes, but is not limited to:

- Phillips Connect
- PeopleNet
- Mobileye (Collision Avoidance Systems)
- Blue Dot Solutions
- Trimble Transportation
- MiX Telematics
- Verizon Connect

Main Responsibilities

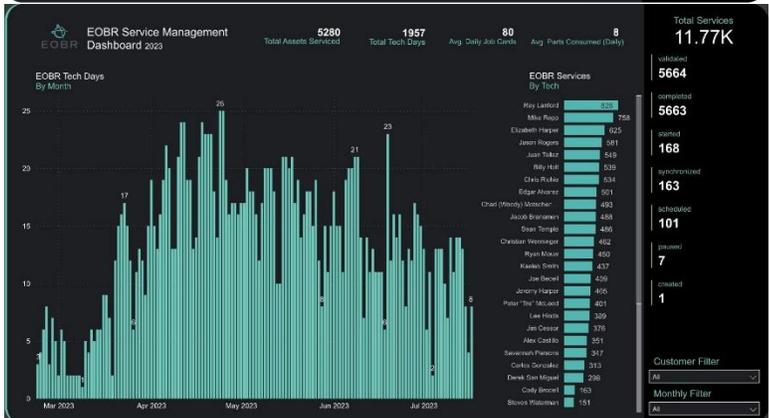
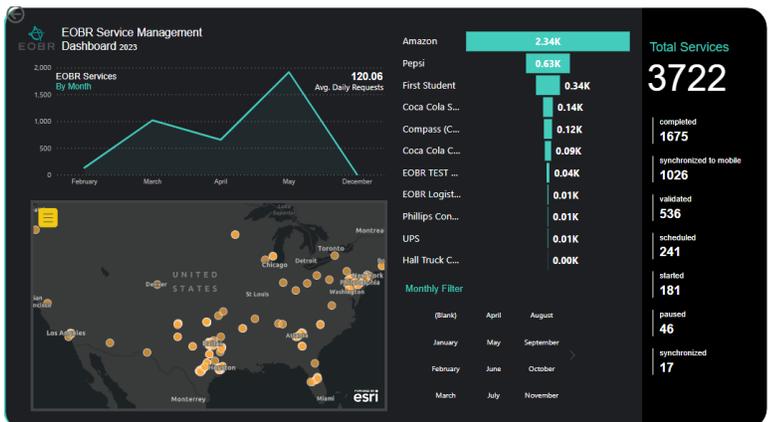
Maintain customer satisfaction with their specific fleet management system (from a logistical implementation point of view) while maintaining tight install schedules, site changes, resolving issues, while in constant communication with others on the team and technicians in the field.

My Goal

To have minimal impact on the end customer and do our part to maximize their ROI and experience with the chosen technology solution.

Other Responsibilities

Keeping open communication with other staff, management, and technicians in the field. Additionally, providing onboarding support for new hires and ongoing training and support for 25 - 30 technicians, daily.



Additional Experience

Owner

2:20 Solutions

 07/2017 - 02/2020  Whitehouse, Texas, United States

Subcontracted Electronic Technician for EOBR Logistics installing and maintaining fleet technology for various major companies across the US. I traveled about 60,000 miles a year as a field tech for EOBR Logistics.

I was promoted from the field (subcontractor) to the office (payroll employee) to replace the Operations Manager that was leaving. I took over his role temporarily in transition to the company restructuring its focus from mostly daily "break-fix" jobs being scheduled for field technicians to major implementation projects being rolled out by our company.

I headed the new "Large Projects" section of the company as the first project manager for EOBR Logistics. Our schedulers then came under me as other Project managers in the coming months, and I was later named Senior Project Manager

Owner

Bearded Woodworks

 07/2015 - 12/2017  Whitehouse, Texas, United States

Custom cabinetry, custom wood art and accents, remodeling projects, trim carpentry, flooring, and other custom commissioned woodworking projects.

Worship Leader

Community Bible Fellowship

 08/2015 - 07/2017  Dike, Texas, United States

- Heavily involved in leading 2-3 songs a week (Video links below from practice time)
- Leading Wednesday nights for adults
- Filled in several times on Sundays when the main worship leader was gone
- Introduced many new songs and taught worship team the parts
- Introduced Planning Center and Worship Initiative to the team
- Trained various instrumentalists
- Involved in event planning in the church (Easter, Fourth of July Bash, Worship Nights, etc.)

Foreman

Maverick Construction

 06/2015 - 07/2017  Sulphur Springs, Texas, United States

General Contractor, Home Remodeling

Worship Pastor

Church on the Rock

 04/2014 - 06/2015  Quitman, Texas, United States

- Weekly service planning with church staff and special event planning.
- Lead worship for Adults (Sunday) & Youth (Wednesdays) every week.
- Lead discipleship time for team weekly, with multiple practices
- Recruited & trained individuals to serve through worship & tech team.
- Lead Technical Arts Team, (training, resources, media/pro presenter
- Managed social media, website, and Vimeo for the church.
- Created visual décor elements in several areas around the church.
- Managed all video editing for the church.

Additional Experience

Student Worship Leader

LifePoint Church

 02/2011 - 04/2014  Plano, Texas, United States

- Led worship weekly for 2 Sunday services & Wednesday.
- Lead in Fusion Student Ministry.
- Lead in Adult main service.
- Preached occasionally on Sunday mornings & led several "Infused" bible studies during the summer.
- Overhauled the student ministry with \$50,000 upgrade budget.
- Installed triple wide projection screen, LED lighting, new sound system, all new mics, etc
- Formed bands from the area for retreats, bi-annually.
- Designed & built numerous set designs for sermon series and retreat weekends. (Photos available upon request)
- Started student worship team, which grew to 2 different teams.
- Recruited/trained/managed tech department for all technologies.
- Recruited & trained several students to lead worship.
- Led weekly discipleship teaching of the student worship team.
- Gave weekly guitar, piano, and drum lessons in our ministry.
- All web editing & updating for student ministry.
- All video capturing & editing for student ministry (archived all sermons online, weekly)

Resident Parent

North Central Texas Academy

 07/2010 - 02/2011  Granbury, Texas, United States

- Christian boarding/prep school.
- House parent in two high school boys' units.
- Ministered to underprivileged kids.

Installer

Lonestar Millworks

 11/2008 - 07/2010  Overton, Texas, United States

- Custom cabinetry builder / installer
- Worked with a team to produce high-end custom cabinetry.
- Trained new hires on business / technical processes.
- Suggested and implemented new processes and workflows to speed up efficiency.

Education

High School Diploma

Quitman High School

 05/2005  Quitman, Texas, United States

30 College Credit Hours (Incomplete Nursing Degree)

Tyler Junior College

 08/2005  Tyler, Texas, United States

Letter of Recommendation

Olga Creutzburg

Program Manager, Mobileye Inc.

olga.creutzburg@gmail.com

July 27, 2023

To Whom It May Concern,

I am writing to provide a recommendation for Matthew Franzen, with whom I collaborated on various mutual projects. During this time, Matthew served as both a Senior Project Manager and System Analyst at EOBR Logistics, while I was employed at Mobileye Inc. Our joint efforts involved serving the same customers, and I can attest to his strong contributions to these projects.

Matthew demonstrated proficiency as a Senior Project Manager, displaying notable skills in project planning, logistics, coordination, and estimation. Moreover, as a System Analyst, he leveraged his analytical skills to provide valuable insights into customer preferences and pain points, further optimizing project outcomes.

Matthew's communication and interpersonal abilities were effective in fostering positive relationships with customers and cross-functional teams. He had a keen understanding of customer needs and efficiently translated them into actionable project plans.

In summary, Matthew Franzen is a competent Senior Project Manager who excels in serving customers and delivering positive results. His combined project management and analytical skills, technical proficiency, and customer-centric approach make him an asset in any collaborative setting. I confidently endorse him for any role that demands a proficient and committed expert with a wide-ranging skill set.

Should you require further information or wish to discuss our mutual projects in more detail, please feel free to contact me at olga.creutzburg@gmail.com.

Sincerely,

Olga Creutzburg

Program Manager, Mobileye Inc.



Letter of Recommendation

Nick Madison

Metronet Technician

563-506-5601

madisonnick94@gmail.com

7/24/23

I am writing this letter to highly recommend Matt Franzen for any professional opportunity he may pursue. Matt managed, supervised, and guided me while I was a project manager at EOBR, and I was very impressed with his attention to detail, dedication to customer service, and technical knowledge.

As a project manager himself, Matt consistently showed an exceptional level of detail-orientedness. He carefully showed me how to plan and execute projects in a concise way, ensuring that every aspect was thoroughly thought through and accounted for. His ability to slow down and analyze complex situations and develop effective strategies allowed me to learn in an efficient way and to tackle projects with much more ease once settled in.

Matt's dedication to having a great balance between knowing the needs of our customers and the objectives of our company was truly noteworthy. His ability to find mutually beneficial solutions allowed us to enhance customer satisfaction while ensuring the overall success and growth of EOBR Logistics. Furthermore, Matt taught me how to adapt in a chaotic environment as a project manager and how to stay completely professional throughout all facets of the job.

I have no doubt that Matt will continue to excel in any endeavor he undertakes. I recommend him wholeheartedly for any position or responsibility that requires a dedicated, detail-oriented, and customer-focused individual. Please feel free to contact me if you have any further inquiries or require additional information.

Sincerely,

Nick Madison