

MATTHEW A. DAVIS

OPERATIONS · CORPORATE DEVELOPMENT · PROCESS & SYSTEMS LEADERSHIP · DESIGN & COMMUNICATIONS

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PROFESSIONAL SUMMARY

Versatile operator and builder who turns ambiguous, high-stakes problems into durable systems and measurable results. Nearly two decades spanning manufacturing quality, multi-state operations, corporate development, and independent technical R&D — progressing from skilled-trades and quality roles to Vice President of Administration & Corporate Development. Proven across turnarounds, multi-year partnership deals, operational standardization, and building proprietary tools, content, and compliance systems from the ground up.

CORE COMPETENCIES

Operations Leadership · Turnaround & P&L Recovery · Business Development · Corporate Development Program & Project Execution · Strategic Communications · Cross-Functional Leadership · Regulatory Strategy

SKILLS & TOOLS

Operations & program management · business development & financial modeling · regulatory/compliance analysis (CMS) · brand, content & editorial · LLM-augmented workflows & knowledge systems · IT & information security administration · data analysis · technical writing · design (Photoshop, Illustrator) · Drafting/CNC (AutoCAD, G-code, Master CAM) · HTML/Java

PROFESSIONAL EXPERIENCE

Shared Health Services, Inc. — Johnson City, TN Oct 2019 – Present
Vice President of Administration & Corporate Development (progression: Director of HR & IT → Chief Administrative Officer → VP)

- **Helped drive** a post-pandemic turnaround as one of four remaining corporate leaders — rebuilding to profitability within ~2 years after a ~\$250K shortfall and the loss of half the company's contracts.
- **Restructured** the revenue model from per-procedure billing to flat managed-services — simplifying billing and stabilizing recurring revenue across every partner facility.
- **Closed** the bulk of the company's consulting partnerships — hospital and physician-group accounts across five states — owning each from inbound lead to signed multi-year contract.
- **Ran** the full business-development engine — market-sizing, competitive analysis, multi-year proformas.
- **Standardized** recurring analysis and reporting into repeatable systems — cutting a 2+ hour executive quarterly-review build to under 45 minutes per facility.
- **Translated** fast-moving CMS reimbursement policy into field-ready guidance network-wide, and **instituted** a verification-first standard across the org's outward-facing work — catching regulatory, coding, reporting, and editorial errors before they reached partners, executives, or publication.
- **Built** the company's response to a multi-period IRS Employee Retention Credit examination — assembling the financial and payroll documentation and addressing every information-request item for CPA/counsel to file.
- **Led** incident response to a coordinated, weeks-long cyberattack on company leadership — an admin-account takeover and a \$43K fraudulent-wire attempt among sustained fraud attempts — containing it with zero financial loss, then hardening the org with mandatory MFA and staff security training as primary IT administrator for a seven-state footprint.
- **Built and ran** the company's entire communications function as a one-person shop — corporate brand and website, an award-winning clinical blog, a partner-deployable patient-education program, and a monthly executive newsletter orchestrating the full leadership bench's contributions — earning national and international healthcare-marketing recognition, including a top-tier Platinum award.
- **Designed** the company's training and onboarding tooling from scratch — interactive documentation-audit games teaching staff to self-catch compliance gaps, plus a full AI-narrated onboarding curriculum deployed across partner facilities.
- **Served** as primary systems and IT administrator for the multi-state organization — endpoint fleet, network, and end-user support across seven states — alongside the corporate-development and operations mandate.

Heat Treat Lab Technician (Tier Two Certified)

- Maintained industrial-furnace reliability and metallurgical quality control (three-gas analysis; lab hardness, case-depth, and microstructure testing) in a precision manufacturing environment; authored departmental work instructions and programmed CNC equipment.

EARLIER CAREER (2008 – 2016)

Built a foundation across skilled trades, manufacturing quality, and technical design: field service at Sears (2008); a tenure at Shared Health Services as draftsman (2009), designing wound-care and hyperbaric center layouts; production training and LEAN/5S as a lead trainer at Exide Technologies; pipe-organ fabrication at R.A. Colby; and a second Shared Health Services tenure in maintenance and drafting (2015–2016) before specializing in heat-treat metallurgy at Meritor. Each return to Shared Health Services came in a broader role — the arc that led to the 2019 leadership track.

EDUCATION

Master of Business Administration (MBA) — Western Governors University	2026
34 competency units, zero transfer credit Accelerated track Excellence Award, Ethical Leadership	
B.S., Management Information Systems — Concordia University Chicago	2019
magna cum laude · GPA 3.95	
A.A.S., Industrial Technology — Northeast State Community College	2016
Diploma, Maintenance / Millwright Mechanic — Tennessee Technology Center, Elizabethton	2009

CERTIFICATIONS

Adobe Certified Associate — Visual Design (2020) · Heat Treat Lab Technician, Tier Two — Meritor (2018) · Laser Alignment Certification (2009)

SELECTED AWARDS & RECOGNITION

- **MarCom Platinum (2025)** — “Compliant Documentation Is Storytelling” (Creativity / Writing — Blog, Single Post). Platinum is the program’s top honor.
- **MarCom Gold (2025)** — SHS Blog, “From CEO to CNA and Beyond” (Creativity / Writing — Blog, Overall).
- **Healthcare Digital Marketing Awards — Gold (2025)** — Wound Care Support Website (Physician / Provider Website).
- **Digital Health Awards — Merit (Fall 2025)** — Wound Care Support Website (Web-based Digital Health).
- **MarCom Honorable Mention (2025)** — Wound Care Support Website (Website / Medical).

SELECTED PROJECTS & TECHNICAL WORK

- **Semantic Addressing — Independent R&D (2025–2026).** Authored a foundational specification paper, *QComms*, published with a citable DOI (Zenodo, Dec 2025), then developed it into a refined semantic-addressing protocol, *Tyndale*, published as an IETF Internet-Draft (draft-davis-tyndale-00, Informational; Mar 2026).
QComms (foundation): doi.org/10.5281/zenodo.18022026
Tyndale (refined): datatracker.ietf.org/doc/draft-davis-tyndale
- **Expert-Elicitation Outreach Campaign — Independent R&D (2025–2026).** Designed and ran a self-directed, multidisciplinary review campaign to pressure-test the above specification — individually-researched outreach to senior specialists across a dozen fields and four continents, a tier including RFC authors, national-academy-level researchers, and NASA/JPL engineers — converting cold outreach into substantive expert engagement.
- **LLM-Based Knowledge-Management System — Independent R&D.** Designed and operate a documentation-driven institutional-memory system applying the same compression approach formalized in *Tyndale* (above): a layered “context index” of compact, high-signal summaries that boots a fresh LLM session to full working context and survives platform and session resets. Built as a router-and-specialist architecture spanning domain-focused workspaces (partner comms, regulatory, editorial, training, finance) with a human orchestration layer — enabling instant re-orientation and continuity across concurrent workstreams.