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Matt Morgan

Summary

A leader with 25 years of experience building effective technology and teams in world-class organizations.

Work Experience

Vice President of Technology, Learning Heroes, 7/15–present
Director of Product Management, America Achieves, 8/14–4/16
(*note: groups merged starting 7/15*)
- Led Salesforce CRM implementation for America Achieves
- Administered Office 365 and Google Apps
- Managed internal and external technical staff: analytics, project management, UX, software development
- Planned and executed transition to containerized server architecture (using Digital Ocean, Databaselabs.io, Compose.io) at America Achieves, leading to $144K annual savings
- Built technical platforms for online marketing, advertising, and parent-service strategies (both orgs)
- Led application development of Skill Builder, which turns children's standardized test results into useful tools for parents
- Revamped technical development processes at Learning Heroes to reduce expenditures by 40%
- Led effort to rebuild and launch a new organizational website
- Merged technical operations of Learning Heroes and Raise the Bar

President, Concrete Computing, 10/05-present
- Began technology modernization process for the American Institute of Conservation (2016)
- Initiated broad review of CRM, Finance, Fundraising, Library, Admissions, Calendaring, and Resource Management systems at the Curtis Institute of Music (2016)
- Led collections and asset management system selection process for the Kramlich Collection (2014)
- Completed successful evaluation of Digital Asset Management Systems for Indianapolis Museum of Art, resulting in a system integrating broad areas of IMA's imaging and document management (2006)
- Implemented new computer system for all facets of business of Archives and Museum Informatics, the home of the international Museums and the Web conferences (2006)
- Implemented and installed business systems for The Moth and other small organizations (2005-2006)

Chief Digital Officer, Tisch School of the Arts, NYU, 12/13–7/14
- Managed server administrator, application developer, and computer support manager
- Product managed development of several internal business productivity apps, improving their back-ends (code management, environment management) and user interfaces

Director of the Website, The New York Public Library, 9/12–11/13
- Managed 14-member software development team
- Architected and implemented NYPL's public single sign-on system, serving 800,000 users and connecting the book catalog and events/classes audiences
- Implemented Agile software development methodology
- Built responsive NYPL home page
- Led development of NYPL Locations webapp

General Manager of the Website, The Metropolitan Museum of Art, 2/06–8/12
- Managed nine staff members

- Prioritized work of five software developers
- Led three technology teams in $5M, three-year Website Relaunch project culminating in selection and implementation of several new business systems, large-scale data storage systems, and 58 overall devices (web servers, content management servers, load-balancers, routers, etc.)
- Published Met's entire collection online
- Integrated online marketing/transaction processing with internal business systems (ticketing, membership/donations) and tripled annual online revenue from $1.1M to $3.6M
- Product-managed integrated system of gallery, artwork, and exhibition locations
- Built and installed in-gallery technology components for exhibitions
- For the first time ever, live-streamed the Met Gala
- Built system for storage, management and delivery of museum multimedia

Manager of Information Systems, Brooklyn Museum, 11/99–10/05
- Founded and managed the Information Systems department
- Implemented Museum-wide email, intranet, and Internet services
- Managed business systems—Finance, Fundraising, Art Collections Management, SQL Server—and led system evaluation/upgrade projects for each
- Installed campus-wide fiber-optic office network
- Implemented disaster recovery/business continuity plans
- Built business applications: for example, a Windows app for managing formal written communications, a web app for managing text on LED signs in the museum lobby
- Developed the museum world's first standards-based, accessible website
- Conceived, architected, and installed the museum world's first public Wi-Fi hotspot
- Supervised development of web- and kiosk-based interactive educational tools, and installed their in-gallery components
- Developed and promoted OpenKiosk, an open-source platform for educational kiosk development
- Launched and installed PocketMuseum Digital Guides, a system for mobile content delivery

Assistant Director for Network Technologies, Environmental Defense Fund, 11/93–10/99
- Planned and implemented migration from terminals to networked PC's, and an upgrade from standard Unix email/calendar to Lotus Domino/Notes
- Launched and administered EDF's first website
- Wrote and promoted disaster recovery/business continuity plans
- Initiated and built the first personalized email-to-web membership appeal and donation-tracking system
- Managed development of the first email-based activism/advocacy program
- Developed web-integrated business productivity applications with Lotus Notes/Domino
- Installed, configured, administered, and supported network of 15 Windows NT 4.0, Citrix, Redhat Linux, and SCO Unix servers and 200 Windows clients in 7 offices nationwide
- Managed Internet (T1) and inter-office (frame relay) connections over Cisco routers

Developer, Systems Applications Inc. (*note: now defunct*), 2/90–8/90
- Devised and coded system for storing and managing an archive of citizen air-quality complaints

Developer, Lawrence Livermore National Laboratory, 6/88–1/89
- Coded system for storing and managing chromosome data in the early stages of the Human Genome Project

Education

MS, Marine Environmental Sciences, Stony Brook University, 1993
BA, Earth Sciences, University of California, Berkeley, 1989

Publications and Appearances

"Website Search v. Navigation: a Knock-down, Drag-out Fight, or a Fertile Rivalry? A Live-action Investigation," UX@NYU Open House, November 14, 2013.

"[Providing Accessible Online Collections](#)," Alex Morrison, Rachael Rainbow, and Matt Morgan, Museums and the Web 2012, San Diego, April 2012.

"User-focus and the Museum Mission," Museum Computer Network Conference, Atlanta, November 2011.

"The Awareness Connection: Engaging Audiences in a Digital World," Museum Computer Network Conference, Atlanta, November 2011.

BBC Radio Program "Click," October 11, 2011, "[The Metropolitan Museum in New York unveils its new website](#)."

"[Emergent Social Search Experiences](#)," Enterprise Search Summit, New York, May 12, 2009.

"Do You See What I See? Social Tagging and Access To Museum Collections," Museum Computer Network Conference, Chicago, November 2007.

"Social Tagging and Folksonomy: steve.museum and Access to Art," Museum Computer Network Conference, Pasadena, November 2006.

"[Making Public Wireless Happen](#)," Matt Morgan, Museums and the Web 2006, Albuquerque, March 2006.

"[Using Mozilla Kiosk](#)," Matt Morgan, Museums and the Web 2005, Vancouver, April 2005.

Accolades

Edward Rothstein, "[From Met Museum, Virtual Virtue](#)." The New York Times, 6 October 2011, Art & Design.

"[New Met Website awarded 'Best in Class' from the Interactive Media Awards](#)." Cogapp.com.

Best Research/Online Collection. "[Best of the Web Winners](#)." Museums and the Web, 2012.