

Matt Smith

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Technical Integration and Implementation

Technical professional with 15+ years of broader IT experience spanning systems support, customer delivery, and solution design. Recent work centers on API integrations, technical onboarding, sandbox testing, and production launch readiness. Translates business requirements into technical solutions and works with customers, partners, and engineering teams to troubleshoot issues and deliver implementations.

Core Skills

REST APIs • Webhooks • Postman and API testing • UAT • Technical onboarding • Implementation • Troubleshooting • Solution design • Technical documentation • SaaS platforms • Cross-functional delivery

Professional Experience

Director, Solutions

GlideSwipe | Oct 2025 – Aug 2026

- Led enterprise solution design for a multi-rail payments platform supporting card issuance, digital wallets, and global vendor payment workflows.
- Worked with Product, Engineering, and Compliance to move partner integrations from sandbox testing through production deployment.
- Translated partner requirements into API-driven solution designs covering onboarding, funding, settlement, and reconciliation.
- Supported API testing, UAT, and integration troubleshooting to validate workflows and resolve implementation issues with technical teams.
- Served as the technical liaison for enterprise partners, coordinating implementation requirements, launch readiness, and deployment plans.

Co-Founder | Product and UX Lead

Tetrium | Concurrent startup venture | Feb 2025 – Oct 2025

- Designed and developed customer-facing interfaces and REST API interactions using Vite, TypeScript, and TanStack with AI-assisted development.
- Designed onboarding and payment workflows, translating business requirements into interface behavior and integration needs.
- Collaborated with backend developers to validate API readiness and functional workflows for investor demonstrations and launch preparation.
- Managed payment processor relationships and coordinated compliance and integration readiness for go-live.

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Solutions Engineer

QIT Solutions | Nov 2023 – Oct 2025

- Promoted within eight months to help establish a projects team focused on complex client onboarding and technical delivery.
- Scoped client requirements and developed Statements of Work with executive stakeholders and technical delivery teams.
- Streamlined onboarding and project processes, reducing onboarding timelines by more than 25%.
- Coordinated project delivery and post-project handoffs, transitioning completed solutions and customer context to support teams.

Technical Account Manager

QIT Solutions | Feb 2023 – Nov 2023

- Managed technical service relationships for SMB and mid-market customers, aligning business needs with proposed solutions and service delivery.
- Coordinated cross-functional project execution with technical teams; negotiated six-figure, multi-year technical service agreements.

Systems Engineer

CHAS Health | Oct 2021 – Feb 2023

- Supported and troubleshooted enterprise systems and applications in a healthcare environment, coordinating technical issues through resolution.

Support Specialist

Intrinium | Jul 2020 – Oct 2021

- Diagnosed customer IT issues and coordinated troubleshooting, escalation, and remediation with technical teams.

IT Customer Support

Washington Department of Social and Health Services | Aug 2019 – Jul 2020

- Provided technical support in a government environment, troubleshooting user, application, and workstation issues.

Service Desk Technician – Lead

Incyte Diagnostics | Apr 2016 – Aug 2019

- Handled service desk support and escalations in a healthcare environment, helping users resolve systems and application issues.

Education

B.S. Information Technology | University of Phoenix