DYLAN MATTHEWS

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PROFESSIONAL SUMMARY

AI analyst and software builder focused on complex business workflows. Combines enterprise experience in AI, reporting, and operations with full-stack training to turn business requirements into usable tools.

SKILLS

Python | SQL | REST APIs | Git | Power BI | DAX | Data modeling | Copilot Studio | Power Automate | Retrieval pipelines | Local inference | Azure DevOps | Agentic AI

WORK EXPERIENCE

AI Analyst, Information Technology
Jan 2026–Present

Tempur Sealy International

- **Enterprise Governance:** Lead AI governance for a 54-line (and growing) AI portfolio. Run the standardized intake and biweekly review board that aligns Legal, IT, and enterprise business units on every AI product, implementation, and proposed use cases.
- **User Enablement:** Sole program manager for 3,200-license M365 Copilot rollout, sustaining an 84% active user rate. Active user participation grew 2-3x while increasing license count, soaring past benchmark for usage when losses were expected due to new license activations.
- **Business Transformation:** Built the citizen developer agent-building program, setting guardrails that keep security tight while maximizing the value business users create.
- **AI Development:** Partnered and/or led internal AI technology projects in manufacturing, retail marketing, customer support, and product development.

PMO Technical Analyst, Information Technology
June 2024–Jan 2026

Tempur Sealy International

- **Data Analytics:** Designed and built Power BI test-case and burndown reporting for the D365 ERP migration. IT and business leadership, executives, project resources, and global business teams used it to track UAT progress by workstream and entity and hold the target go-live date.
- **Portfolio Reporting:** Coordinated monthly reporting of the IT technology portfolio to executive leadership.
- **Vendor Management:** Managed the full lifecycle of 80+ IT vendors across IT, Legal, and Finance. Built automated sourcing, procurement, contracting, and invoicing processes that increased throughput and reduced losses from AP issues.

Supply Chain Coordinator
June 2021–Aug 2023

Tempur Sealy International

- **Quality Assurance:** Managed final-mile carriers and ran quality analytics that drove NPS for direct-to-consumer channels.
- **Process Improvement:** Built process improvements and automations for customer-facing teams. These included co-designing a Power Apps tool that gave agents home-delivery data without changing source systems, and leading the requirements and implementation plan for a carrier migration from ServiceNow to Zendesk.
- **Cross-functional Training:** Trained direct-to-consumer channels on final-mile logistics SOPs to protect customer satisfaction across the order lifecycle.

EDUCATION

Software Engineering Certification · *Flatiron School* Aug 2023–Jan 2024

Professional Certification in Computer Science · *Codecademy* Feb 2024–May 2024

B.A. Music · *University of Kentucky* 2017

CERTIFICATIONS

- Microsoft Certified: Azure Fundamentals