

Matthew Sheets

Director of Engineering | Enterprise AI | Healthcare and Payments Platforms

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PROFESSIONAL SUMMARY

Engineering leader with 18 plus years of experience building and scaling enterprise platforms across healthcare, retail, and payments. Proven success leading large engineering organizations, modernizing legacy systems, and delivering secure, high-availability solutions in HIPAA and PCI environments. Currently serve as Senior Advanced Engineering Manager at Kroger Health and Wellness with 35 direct reports, leading patient identity, communications, and platform initiatives at enterprise scale. Creator of Kroger's Enterprise AI Driver's License program for corporate associates, enabling responsible adoption of copilots, coding assistants, and practical LLM workflows. Published author of The Year of Corporate Software, with additional work focused on OpenClaw and local LLM use in business environments.

CORE STRENGTHS

Leadership	Engineering strategy, org design, hiring, coaching, vendor management, budget ownership, cross-functional execution
Architecture	Distributed systems, microservices, API architecture, legacy modernization, cloud-native platforms, reliability engineering
Healthcare	Cerner and Oracle Health integration, EMPI, patient identity, patient communications, PDMP, 340B, HIPAA
Payments	POS systems, payments platforms, PCI compliance, merchant APIs, financial workflows, online and in-person commerce
AI and Data	Enterprise AI enablement, LLM adoption, prompt engineering, RAG concepts, probabilistic matching, identity resolution, analytics
Technology	Python, Java, Node.js, TypeScript, SQL, React, React Native, Next.js, Spring Boot, GraphQL, AWS, Azure, GCP, Docker, Kubernetes

PROFESSIONAL EXPERIENCE

Kroger Health and Wellness | Senior Advanced Engineering Manager | 2023 to Present

- Lead a 35 direct-report engineering organization supporting patient identity, healthcare data, communications, and platform initiatives tied to 96 million Kroger Health patient records.
- Helped design, architect, and support an AI-driven patient communications middle layer spanning SMS, phone, and email outreach, improving patient access and engagement.
- Reduced prescription return to stock by 9 percent, lowering waste, shipping, inventory handling, and labor costs that had no pathway to recovery once incurred.
- Improved patient response and reduced no-show rates through a multi-channel communications strategy supporting pharmacy and care workflows.
- Created Kroger's Enterprise AI Driver's License program for corporate associates, establishing practical training, guardrails, and enablement for responsible generative AI adoption.
- Led EMPI and personalization initiatives using probabilistic matching and weighted identity logic to improve patient safety, targeting, and full 360 patient records.

Walgreens Boots Alliance | Senior Engineering Manager | 2021 to 2023

- Led teams of 9 to 12 engineers supporting a national COVID response platform that delivered testing, treatment, and vaccine scheduling in phases on a unified platform.
- Supported peak appointment creation rates exceeding 70 bookings per minute across the United States during high-demand periods.
- Leveraged Azure services and Kubernetes-based architecture to maintain uptime, scalability, and security for patient-facing healthcare systems under extreme load.
- Added insurance validation using Experian Health and helped deliver custom OCR-based insurance card reading to streamline patient intake and verification.
- Later led the Digital SRE SWAT Team, scaling reliability best practices across the digital space and right-sizing more than 1,600 deployed Kubernetes systems.

- Reduced CPU allocation by more than 65 percent, saving over 190 thousand dollars per month in CPU costs alone with no negative impact to uptime or reliability.
- Led pharmacy and retail integration work connecting prescription workflows to the IC Plus POS platform across large-scale store operations.

Pymt | Founder and Director of Technology | 2017 to 2021

- Founded and built a full retail POS and payments platform used by more than 3,500 merchants across the United States and Canada before a successful exit.
- Led architecture and development of online and in-person commerce capabilities spanning payments, inventory, reporting, and merchant operations.
- Designed APIs used by merchants and partners to build custom workflows and integrations for payments, analytics, and business management.
- Operated in PCI-regulated environments and developed secure architecture and access patterns protecting payment data and customer information.
- Adopted GraphQL early as part of a modern API strategy and led engineering, product, and operational execution through growth and acquisition.

UAB Medicine | Manager, Software Architecture and Engineering | 2011 to 2021

- Led a peak team of 38 in one of the largest academic medical environments in the country, supporting clinical and operational platforms at UAB Medicine, recently recognized among the top 5 largest hospitals in the United States.
- Was hands-on in building one of the first patient portal experiences and instrumental in creating a direct patient-to-provider messaging platform on Cerner message center rails with controlled routing rather than unrestricted direct messaging.
- Led development of systems integrated with Cerner and Oracle Health EMR, including patient self-scheduling, mobile EMR, digital consent, analytics, and operational workflows.
- Developed advanced analytics, AI, and machine learning initiatives supporting patient matching, PDMP-related efforts, healthcare data workflows, and regulatory reporting.
- Built an award-winning 340B drug reconciliation system that improved pharmacy compliance, financial accuracy, and operational visibility.
- Helped drive early React Native adoption for healthcare use cases and participated in early engagement with the React Native ecosystem alongside UAB Medicine.

Apple | Senior Store Trainer and Mac Genius | 2006 to 2008

- Delivered technical training, customer support, and team enablement in high-performance retail environments, building an early foundation in communication, coaching, and customer-centered product thinking.

PUBLICATIONS

- The Year of Corporate Software. Published book on enterprise software and responsible AI adoption. Reached Amazon Top 100 in Software.
- Second book in development focused on enterprise use of OpenClaw and local LLM systems.

EDUCATION AND CERTIFICATIONS

- Bachelor of Science in Computer Information Technology, Northern Arizona University
- Certified Payments Professional, ETA