

MIKE MATON

IT & Business Development Manager

Empowering Clients by Delivering Automated Solutions that Drive Performance



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EDUCATION

Degree | IT & Business Studies |
Windsor University | 1997-2001

AREAS OF EXPERTISE

Business Development Mgt.
IT Development Mgt.
Project Management
Ecommerce/Website
Development
Account Management
Business Information Technology
Business Analysis
Business Intelligence
Consulting
IT Strategy
API System Automation
IT System Automation
Integration Services
Database Management
Technical Support
Requirements Management
Needs Analysis
Relationship Management
Agile Methodologies
Scrum Methodologies
Procurement & Outsourcing
Root Cause Analysis
Process Improvement
Documentation & Reporting

CAREER SUMMARY

Dynamic and forward-thinking IT & Business Development Manager with a legacy of empowering clients by delivering automated solutions that drive performance. Strong foundation in IT and pre-sales strategy in addition to project management, API & IT system automation, Agile & Scrum methodologies, process improvements, and more. Robust combination of leadership, interpersonal, and technical savvy with the ability to coordinate with geographically dispersed stakeholders. Diplomatic and engaging with excellent working experience of the UK, Estonia, and international markets. Expertise in building and managing relationships with key accounts while leading and inspiring teams to provide the highest standards of service. Legacy of accomplishment includes serving as a Development Manager for several major global companies while slashing costs and improving processes & reporting. Proven ability to understand and translate each business's requirements into actionable solutions that drive performance. Envisions leveraging a unique combination of experience and skillset to obtain a challenging new leadership role for an industry leader.

PROFESSIONAL EXPERIENCE

Development Manager | 1Office Group | May 2018 – Present

- Maintains accountability for managing the team that designs, develops, troubleshoots, and debugs software, applications, and tools, while serving as a Development Manager for 1Office Group, a global leader in solutions for accounting, tax preparation, bookkeeping, and payroll.
- Empowers customers by overseeing the building of encrypted, automated IT solutions that enhances their performance while helping employees with mundane administrative tasks.
- Coordinates cross-functionally with geographically dispersed teams; and spearheads and facilitates all of the IT systems and processes with an eye on continuous improvement.
- Improves brand visibility and engagement by completely rebranding 1Office, which entailed the creation and management of a global suite of 7 websites.
- Enhances communication by developing software solutions through API's; and works with 3rd parties, such as the Estonian government, to build and develop their e-Residency company formation portal.
- Plans, executes, and delivers product releases; involved in product backlog and sprint planning; and plans the UAT for business processes & software bugs.
- Documents all the 1Office development projects so it is clear of the objective.
- Manages fully automated builds including the Know Your Customer (KYC) system, which sends out all emails with a secure encrypted upload and sends the information to a secure 3rd party software (Score and basisID).

E-Channel Projects Manager | 1Office Group | Jul 2017 – May 2018

- Maintained accountability for overseeing the redesign of global web projects, including the company's global suite of 7 websites – and a fully integrated web shop for 7 countries and bank accounts.
- Spearheaded new process flows for all website elements and content.
- Improved brand visibility and engagement by completely managing the rebrand of 1Office; and created the CVI compliance manual for the company.
- Managed relationships with key internal and external stakeholders as a main point of contact and SME; and leveraged problem solving ability to address and resolve IT-related issues, as they arose.
- Enhanced business processes for the new GDPR changes; and empowered customers by conducting training & presentations on new business developments.

ADDITIONAL SKILLS

Soft Skills

Cross-Functional Team Leadership
Staff Training & Development
Coaching & Mentoring
Interpersonal Communication
Interdisciplinary Collaboration
Complex Problem Solving
Analytical Skills
Negotiation Skills
Conflict Management
Entrepreneurship
Team Building

Technical Skills

MS Office (Excel Advanced)
WordPress (Advanced)
SAP, Jira, & Oracle
Confluence & Exact
Scoro, Trello, & Allegro
Dreamweaver
Photoshop

LANGUAGES

English (Native/Fluent)
Estonian (Elementary)

PREVIOUS ROLES

Freelance Web Designer &
Paternity Leave | Aug 2013 – Jan
2014

Sales Order Processing (SOP)
Consultant | Zetes Ltd. | Apr 2007
– Oct 2010

Special Projects & Sales
Accounting Consultant | CA
Technologies | May 2006 – Mar
2007

Technical Support Engineer (Level
2) | CA Technologies | May 2005 –
May

**References available upon
request**

EXPERIENCE CONTINUED

- Partnered with our attorneys to process the new automated development for the KYC (Know your customer).

Senior Project Manager | Eesti Energia | Jan 2017 – Jun 2017

- Maintained accountability for managing the implementation of oil trades software, while serving as a Senior Project Manager for Eesti Energia, the world's largest oil shale to energy company.
- Liaised with Eesti Energia stakeholders as the main point of contact to assess their requirements while reporting to senior leadership to document progress.
- Coordinated with cross-functional teams throughout each stage of the project lifecycle; and ensured all projects and tasks were executed consistently on time, budget, and scope.

Senior Project Manager | Modera | Jan 2014 – Dec 2016

- Oversaw and led large, complex technical web-based projects, including CRM, PDM, intranet, and extranet-based projects, while serving as a Senior Project Manager for Modera, a modular platform that enables vehicle distributors to distribute vehicles on the market.
- Maintained responsibility for managing the full lifecycle of projects from requirements gathering to quality assurance and successful delivery for several major accounts including Nissan Nordic Group Europe, KIA, G4S, & Jamiroquai.com.
- Developed the sales proposals (RFP) for Nissan's new potential projects; and leveraged negotiation skills to educate Nissan stakeholders on the value of our services.
- Spearheaded Modera's internal employee training; and wrote detailed manuals for Nissan's internal training which included voice over and background music, while serving as a main point of contact for the car giant.
- Performed weekly sprints and demo meetings to raise Jira tasks for a team of developers.
- Coordinated with cross-functional teams to bring each project in on time and budget with significant input from user experience and creative teams.
- Garnered tremendous achievements during this tenure, including leading the Dealer VI project, which involved the design and delivery of a new Nissan dealer website to its Nordic and Baltic markets, consisting of 150+ websites in 7 languages.

SAP Project Manager & Procurement Lead Tester | Zetes Ltd. | Oct 2010 – Jul 2013

- Recruited to join the project as part of the recovery team tasked with addressing all of the open issues with its internal implementation of SAP which was beginning to run out of control.
- Granted full access as a part of this team to SAP as a super user with the responsibility of carrying out testing of end-to-end processes.
- Created and executed key functional test scenarios related to sales ordering, procurement, expenses, delivery, and shipping (due to different business needs, testing was performed against a number of SAP clients).
- Assumed the responsibility of spearheading and resolving significant issues with the system, including defining appropriate authorisations for the department and setting the standards for all finance forms.
- Reviewed and corrected all product materials within both production and test clients and assisted with the creation of suitable upload files.
- Worked with all layers within both our business and with the SAP consultancy responsible for the Fast Start implementation.
- Empowered employees and line managers by delivering hands-on training complete with documentation.
- Improved efficiency by creating a data link between SAP and handheld mobile devices; and supported the full SAP lifecycle by designing and implementing additional project processes.