

Location: Victoria, BC but willing to relocate immediately   +1 250 217-5023  kevin.m.matz@gmail.com

Skills Summary

- **Agile (Scrum) and traditional project management**
- **Hiring and leading high-performance Dev teams**
- Organizational **change management**
- **Stakeholder management**, including C-level
- Proactive **process improvement**, quality management, risk management
- **Senior management team** experience
- Proven **crisis turnaround** experience
- **Technical background** with full hands-on SDLC experience: analysis/design, architecture, coding, testing, releases, operations, support
- Author of book **Designing Usable Apps**

Career Experience

Head of Software Development

TELLWELL PUBLISHING (TELLWELL TALENT INC.), Victoria BC, Canada

Background context: A previous team had built Octavo, an in-house publishing project management portal and ERP system. I was hired to rebuild a new software development department, stabilize Octavo, repair the accounting integration and data, and then to grow the team and its capabilities and further develop Octavo and additional product extensions.

This position involved wearing multiple hats. In the role of a **people manager**, I...

- hired and supervised a remote international team of 4 FT developers/QA and 1 contractor
- created and fostered a deliberate team culture that kept the team sustainably motivated, productive, and happy with minimal drama
- developed a repeatable hiring process with an interview structure and homework tasks
- established job descriptions and conducted performance evaluations
- mentored team members with an aim to developing their skills and adding responsibility; successfully grew our most promising and ambitious developer into a Lead Developer role

In the role of a **project manager / Scrum master**, I...

- established a lightweight interpretation of Scrum with two-week sprints
- prepared detailed project plans with Gantt charts and estimates for major projects (particularly website redevelopment) but relied on agile scheduling for most projects
- facilitated daily standups and worked constantly to remove blockers to keep work flowing

In the role of a **product manager / product owner**, I...

- set up Jira and Confluence and created and maintained a product roadmap for Octavo
- consulted with other managers and teams to understand and document business requirements and translated these into feature designs and detailed, actionable tickets
- built up a prioritized backlog of user stories / tickets; triaged urgent issues
- prepared proposal with scope/requirements and detailed UI mockups for an MVP of a new Author Marketing Hub SaaS product

Managing the **process** and **quality**, I...

- oversaw establishment of DevOps CI/CD pipelines, unit testing framework, and Xray test case management tool; began building up a corpus of manual regression test cases

January 2021

– Sept. 2023

(layoffs due to
business
downturn)

- established checklists and templates for key business and technical processes including monthly royalties processing, earned revenue processing, release management, sprint planning, etc.; I then trained the team on doing each process and delegated these tasks
- developed a roadmap for improving our process maturity; performed risk management
- as **privacy officer**, developed framework and processes for GDPR and PIPEDA compliance

Serving as the de-facto **technical architect**, I...

- created architecture diagrams and inventory lists of application landscape and integrations
- developed and documented a future architecture vision for modernization towards a scalable, containerized microservices architecture
- for major feature enhancements, I typically did the initial detailed analysis and design and prepared a lightweight solution overview specification before breaking down the work into tickets to be managed in agile sprints; as the team gained more experience, I increasingly delegated this to team members and/or we employed rapid prototyping and iteration
- got hands-on with occasional C# code changes and frequent (daily) SQL scripting for ad-hoc reporting, problem troubleshooting, and software testing

As a **member of the senior management team** reporting to the President (and previously the CEO), I contributed to formulation of strategy and annual/quarterly goals, reported on metrics, reviewed forecasting, and assisted in the oversight of Dev/DevOps/IT expenses.

Significant achievements of the Dev team:

- Crisis turnaround: stabilized system, repaired accounting data, rebuilt trust among users
- Delivered major enhancements to support business priorities including: multicurrency invoicing and billing; royalty payouts to authors via bank transfers; webinars integration; illustrations and book printing ordering and fulfilment workflows; customer referrals and rewards system; book catalog (as initial step towards an e-commerce bookstore storefront)
- Optimized Azure monthly spend by 41%
- Replaced three frequently-hacked WordPress websites for US/CA/AU markets with a single unified multi-region tellwellpublishing.com site using Jekyll and Azure Static Web Apps

Senior Project Manager

NTT DATA SERVICES, Victoria BC, Canada

Sept. 2020
– January 2021

- Led several projects to deliver feature enhancements for the British Columbia provincial government's Identity Assurance Service platform, enabling citizens to use the BC Services Card mobile app to verify their identity online and authenticate to government services
- Coordinated projects and release activities amongst Director-level leadership
- Marshalled stakeholders and led requirements discovery and project planning sessions for a new partnership project involving several government ministries and vendors

Technical Project Manager

TELMEDIQ (A PERFECTSERVE COMPANY), Victoria BC, Canada

Sept. 2017
– Sept. 2020

- Responsible for leading multiple simultaneous projects to implement, configure, integrate, and deploy the Telmediq Healthcare Hub secure communications SaaS solution at enterprise clients (large hospital systems) across the US
- Led and managed cross-functional, geographically-distributed matrix project teams
- Prepared detailed Statements of Work, Work Breakdown Structures, detailed project plans and project schedules, estimates, and resourcing plans
- Wrote the company Change Enablement handbook
- Developed Change Enablement strategies, plans, schedules, and training/communications deliverables for each project and coordinated execution to drive awareness, adoption, and sustained appropriate use of Telmediq's solution among each customer's user base

- Traveled (20-25%) to customer sites across the US for requirements gathering, project planning meetings, and to oversee rollouts; coordinated on-site deployment and support teams, delivered training sessions, and presented to executives and medical leadership
- Tracked risks and software issues; negotiated with Development and Product Management teams and executives to escalate, prioritize, and schedule items into the product roadmap
- Performed root-cause analyses on system/process issues and prepared extensive written proposals for recommended product/process/tooling changes to prevent future problems
- Created checklists, templates, guidelines, and sample project management deliverables to standardize and streamline implementation projects
- Wrote SQL queries and Python scripts for ad-hoc reporting needs
- Created tool for Sales team to estimate cost and resource requirements for new projects
- Continually worked to build a positive culture, a can-do team atmosphere, and positive working relationships across silos to help inspire staff to deliver excellent results and customer service despite resourcing limitations, product issues, and tight timeframes
- Helped Telmediq achieve **Best in KLAS** industry award for highest customer satisfaction three years in a row (was the sole client-facing project manager for the first year of this period)

Consultant, Change Enablement (MBA internship)

AVANADE, Utrecht, the Netherlands

April 2017
– June 2017

- Interviewed stakeholders and analyzed internal dynamics, the market, and metrics
- Presented recommendations, including a detailed Change Management project plan and communications strategy, for growing Avanade Netherlands' CE consulting practice

Software Engineering Manager

CONTROLLER SERIES SOFTWARE (MAINFRAME ASSOCIATES LTD.), Victoria BC, Canada

August 2014
– August 2016

- Managed the Software Engineering department (five developers, one QA specialist)
- Created and maintained product roadmaps, release schedules, project plans, and a prioritized backlog for the ongoing development of the Marina Controller product
- Oversaw a technically complex, long-running project to transition Marina Controller from a legacy system backend (proprietary THEOS OS and database) to a full .NET (C#) and Postgres architecture and successfully migrated all existing customers
- Developed detailed project plans and specs for migrating the Building Supply Controller product and customers from THEOS to a full .NET implementation
- Designed, specified, prioritized, and scheduled feature enhancements and bugfixes
- Wrote detailed specifications and designed low- and high-fidelity UI mockups for various programs and features including a new, eye-catching front-end menu system
- Became very involved in the day-to-day scheduling and controlling of development, testing, and deliveries to ensure deadlines and quality standards were met
- Worked closely with customers on requirements gathering, support cases, and releases
- Credited with improving customer satisfaction, by being personally involved in training and problem resolution, and by improving internal processes and coaching staff to ensure prompt responses and more professional communication
- Substantially improved team morale by bringing structure, organization, and a focus on quality and reproducible processes to a previously very chaotic environment
- Process improvement and modernization initiatives:
 - Reduced risk by cross-training staff and formalizing key processes and standards in handbooks, checklists, and templates
 - Planned and managed rollout of Jira to replace legacy in-house dev ticket and support ticket systems; did scripting to handle support ticket workflow requirements
 - Established and populated a Confluence wiki as an Intranet for knowledge management, process documentation, and test cases

- Conceptualized, designed, planned, and oversaw the introduction of build automation, continuous integration, structured release processes and versioning, regression testing, unit testing, and test automation
- Designed, built, and documented a branching-compatible database schema management and migrations system using Liquibase, SQL, and shell scripts

Senior Software Engineer → Product Designer

COVERITY, Calgary AB, Canada

October 2012
– July 2014

- As UX designer for Coverity's desktop product line, analyzed requirements, designed UI wireframes and interaction concepts, and wrote detailed functional and technical specifications for a radical redesign of Coverity's developer tools and IDE plugins
- Implemented and tested product enhancements using Java and Eclipse RCP framework
- Produced detailed estimates and plans; involved in hiring process for developers
- On own time and initiative, wrote proposal for novel requirements management product

Founder

WINCHELSEA SYSTEMS LTD., Victoria BC, Canada

March 2011
– Sept. 2012

- Conceptualized, planned, designed, created, launched, and marketed the *ChapterLab* word processing app; built website (with payment processing), wrote marketing copy, and created product demo/tutorial videos
- Wrote and published the book *Designing Usable Apps* in print and e-book formats
- Consulting engagements (e.g., technology modernization strategy for Mainframe Associates)
- Performed bookkeeping and successfully applied for and earned SR&ED tax credits

Senior Developer → Lead Developer → Product Lead

JEA PENSION SYSTEM SOLUTIONS, Victoria BC, Canada

May 2008
– Feb. 2011

- Responsible for the requirements analysis, redesign, rearchitecture, and project planning for a new Java-based version of the pension member portal product *PenWeb*
- Constructed detailed project plan and estimates for project team of four; won approval for an iterative, agile approach in an organization resistant to agile methodologies
- Wrote functional and technical architecture specs; designed UI and use cases/interactions
- As lead developer, was involved in project planning/scheduling and application architecture design for a new Java/J2EE web-based version of JEA's *Penfax* product
- Built the first prototype of new *Penfax* product using Java, HTML/CSS, and Oracle ADF
- Introduced test automation; delivered training on OOP, UML, Eclipse, Agile, Design Patterns
- Recorded, narrated, and video-edited product demo videos used in a winning bid

Software Engineer → Senior Software Engineer

CAPGEMINI SD&M AG, Munich, Germany

October 2002
– April 2008

- Implemented content management, print publishing, and pension administration software using Java, Oracle (SQL, PL/SQL), Quasar ORM, Eclipse RCP, Spring
- Gathered, analyzed, documented, and validated requirements with clients; wrote functional specifications and use cases; designed core data models and interfaces
- Designed interaction concept and UI mockups for *HotStories Editor* CMS system and presented to client executives
- Served as team lead on a major pension data recovery/reconstruction project, planning the project, designing the technical solution, supervising a junior developer, and completing the project ahead of schedule
- Performed all work in German

Education and Certifications

■ MBA UNIVERSITY OF AMSTERDAM, Amsterdam, The Netherlands (on-campus)	August 2017
■ MSc Software Development, with distinction THE OPEN UNIVERSITY, Milton Keynes, UK (distance / part-time)	March 2011
■ BSc Computer Science, with distinction UNIVERSITY OF VICTORIA, Victoria BC, Canada (on-campus)	August 2002
■ Applied Data Science Lab Certificate, WORLDQUANT 150 hours of hands-on Python machine learning and data visualization projects	December 2023
■ Certified ScrumMaster, SCRUM ALLIANCE	March 2020
■ Project Management Professional (PMP), PMI	March 2019
■ The Amsterdam Leadership Programme, UNIVERSITY OF AMSTERDAM	August 2017
■ Pragmatic Marketing Certification, Level 3 (PMC-III) Product management and marketing training	March 2014

Portfolio

■ Book: Designing Usable Apps: An agile approach to User Experience design (ISBN 978-0-9869109-0-6)	www.designingusableapps.com
■ ChapterLab , a niche word processing and project management app (Mac and Windows) for book authors and technical writers	www.chapterlab.com
■ See full software and writing portfolio at:	www.kevinmatz.com
■ GitHub profile:	www.github.com/kevinmatz

Skills

■ Management systems	Metronomics, EOS (Traction)
■ Project mgmt. tools	Jira Software and Confluence (including setup, administration, scripting); Microsoft Project, Trello, Pivotal Tracker, Clarity (CA PPM), Scitor PS8, Excel
■ Requirements techniques	UML, E-R modeling, business process modelling, personas, use cases, user stories, wireframing, lean/lightweight specifications, Volere
■ Programming languages	■ <i>Current:</i> HTML/CSS, JavaScript, React.js, SQL, Java, Python, C# + ASP.NET Core ■ <i>Past experience:</i> PHP, Oracle PL/SQL, C, C++, etc.
■ Databases	Postgres, SQL Server, Oracle, MySQL
■ Cloud computing and DevOps	■ Docker, Kubernetes, Git, GitHub Actions, Azure DevOps, Hudson, Jenkins ■ Azure (significant operational experience) ■ AWS: basic experience with S3, ECS, EKS, RDS, IAM, etc.
■ AI & generative AI for coding	OpenAI API, GitHub Copilot, Cursor, Autogen, Aider, ChatDev, etc.
■ Data Science / ML	Python with Jupyter, pandas, scikit-learn, matplotlib, etc.
■ Languages	English (native), German (fluent but atrophying)