

Kevin Matz MSc MBA PMP software engineering management

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Skills Summary

- **Building and leading high-performance software development teams**
- **Agile and traditional project management**
- **Hiring**, managing **remote** international talent
- Building a positive, rewarding team **culture**
- Proactive **process improvement**, quality management, risk management
- Proven **crisis turnaround** experience
- **Senior management team** leadership experience
- **Technical background** with full hands-on SDLC experience: analysis/design, architecture, coding, testing, release management, operations, support
- **Product management** skillset
- Author of book *Designing Usable Apps*

Career Experience

Software Development Manager

MST GLOBAL (A KOMATSU COMPANY), Vancouver BC, Canada

February 2024
– Present

- Managing the HELIX Dispatch and HELIX Core product development teams (previously overseen by two separate managers), with a current combined headcount of 7 across three countries, and with two new hires planned this quarter
- Personnel responsibility (performance reviews, etc.) for all North America R&D staff
- Created lightweight project planning artifacts and techniques to establish clarity and visibility of scope and schedule for major releases; these have been used as a model for other teams to follow
- Introduced Scrum and agile processes and established product and technical roadmaps for the HELIX Core product and product team
- Delivered major releases under tight deadline constraints
- Oversaw on-site field trials at Arizona underground mine proving grounds facility
- Proposed a series of major process improvements for the R&D department and product teams; initiatives are being implemented as time and resources permit

Head of Software Development

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

January 2021
– Sept. 2023

Background: A previous team had built Octavo, an in-house ERP system and customer portal. I was hired to rebuild a new software development/IT department from scratch, stabilize Octavo, repair the accounting integration and data, and grow the team and its capabilities and further develop Octavo and deliver additional product extensions.

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

- hired a remote international team of 4 FT developers/QA and 1 contractor
- fostered a deliberate team culture that kept the team sustainably motivated
- developed a repeatable hiring process (interview structure, homework tasks)
- established job descriptions and conducted performance evaluations
- mentored team members; grew one developer into a Lead Developer role

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

- prepared detailed project plans with Gantt charts and estimates but relied on agile scheduling to deliver projects within these plans
- established a lightweight interpretation of Scrum with two-week sprints
- facilitated daily standups; worked daily to remove blockers to keep work flowing

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

- set up Jira/Confluence and created and maintained a product roadmap for Octavo
- consulted with internal stakeholders to capture 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 requirements and mockups for 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 management tool; began building up a corpus of regression test cases
- developed a roadmap for improving process maturity; performed risk management
- established checklists and templates for key business and technical processes including royalties and earned revenue processing, release management, sprint planning; I then trained the team on doing each process and delegated these tasks
- as **privacy officer**, established processes for GDPR and PIPEDA compliance

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

- created architecture diagrams of as-is/to-be application landscape and integrations
- developed and documented a future architecture vision for modernization towards a pragmatic and lightweight scalable, containerized microservices architecture
- for major feature enhancements, I typically did the initial detailed analysis and design and prepared a 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
- got hands-on with occasional C# code changes and frequent (daily) SQL scripting

As a **member of the senior management team** reporting to the CEO, I contributed to formulation of strategy and annual/quarterly goals, managed the Dev/DevOps/IT budget, reviewed forecasting, and reported on metrics.

Significant achievements of the Dev team:

- Crisis turnaround: stabilized the system, established repeatable dev/deployment processes, staffed the team, repaired accounting data, and rebuilt trust with users
- Replaced manual royalty check printing and mailing process with automated payouts of author royalties via bank transfers in multiple currencies
- Delivered major enhancements to support business priorities including: multicurrency pricing/invoicing/billing; webinars portal; illustrations and book printing ordering and fulfillment workflows; customer referrals and rewards system; book catalog website (as initial step towards an e-commerce bookstore storefront)
- Optimized Azure monthly spend by 41%
- Replaced the Marketing team's 3 frequently-hacked WordPress websites for US/CA/AU markets with a Dev-team-managed unified multi-region corporate website using Jekyll and Azure Static Web Apps

Senior Project Manager

NTT DATA SERVICES, Victoria BC, Canada

- Led several projects to deliver features for the British Columbia 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 ministries and vendors

Sept. 2020
– January 2021

Technical Project Manager

TELMEDIQ (A PERFECTSERVE COMPANY), Victoria BC, Canada

- 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

Sept. 2017
– Sept. 2020

- 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
- Traveled (20-25%) to customer sites across the US for requirements gathering, project planning meetings, and to oversee rollouts and training
- Presented to C-level executives and medical leadership
- Tracked risks and software issues; negotiated with Dev and Product Management teams and executives to escalate, prioritize, and schedule backlog/roadmap items
- Performed root-cause analyses on system/process issues
- Created standardized checklists, guidelines, and project plan templates
- On own initiative, proposed detailed process improvements for Dev team
- Wrote SQL queries and Python scripts for ad-hoc reporting needs
- Created tool for Sales team to estimate cost/resource requirements for 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 time/resource limitations and product issues
- Helped Telmediq achieve **Best in KLAS** industry award for highest customer satisfaction three years in a row (as the sole client-facing project manager for first year)

Consultant, Change Enablement (MBA internship)

AVANADE, Utrecht, the Netherlands

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

April 2017
– June 2017

Software Engineering Manager

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

- Managed the Software Engineering department (five developers, one QA)
- Created and maintained product roadmaps, release schedules, project plans, and a prioritized backlog for ongoing development of 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 C# / Postgres architecture; 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, bugfixes
- Wrote detailed specifications and designed UI mockups for programs and features including a new user-friendly and eye-catching front-end menu system
- Became very involved in the day-to-day scheduling and controlling of development, testing, and deliveries to meet deadlines and quality standards
- Worked closely with customers on requirements, support cases, releases
- Credited with improving customer satisfaction, by being personally involved in client 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 chaotic environment
- Process improvement and modernization initiatives:
 - Reduced risk by cross-training staff and formalizing key processes and standards in handbooks, checklists, and templates
 - Replaced in-house dev tickets and support ticket systems with Jira + plugins

August 2014
– August 2016

- 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 (A SYNOPSIS COMPANY), Calgary AB, Canada

October 2012
– July 2014

- As UX designer for the 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
- Produced detailed plans and estimates; involved in hiring process for developers
- On own time/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 for Windows/Mac; built website with payment processing, wrote marketing copy, and created product demo/tutorial videos
- Wrote and published the book *Designing Usable Apps* in print, e-book formats
- Consulting engagements: Tech modernization strategy for Mainframe Associates
- Performed bookkeeping; 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 requirements, 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 agile approach in an organization resistant to agile methods
- Wrote functional and technical architecture specs; designed UI and use cases
- As lead developer, was involved in project planning/scheduling and application architecture design for a new Java/J2EE web-based version of JEA *Penfax*
- Built first prototype of new *Penfax* product using Java, HTML/CSS, Oracle ADF
- Introduced unit testing and test automation frameworks and standards
- 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

- Served as **team lead** on a major pension data recovery/reconstruction project: planned/estimated the project, designed the technical solution, supervised a junior developer, and completed the project ahead of schedule
- Responsible for **quality management** at the project team level
- 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
- Oversaw the implementation of modules that I designed by Near-Shore team
- Designed CMS product concept and UI mockups; presented to client executives
- Performed all work in German as a second language

Education and Certifications

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

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, Clarity (CA PPM), Scitor PS8, Excel
- **Requirements techniques** UML, E-R modeling, business process modelling, personas, use cases, user stories, wireframing, lightweight specifications, Volere
- **Programming languages**
 - *Current/recent:* Java, C# + ASP.NET Core, Python, SQL, HTML/CSS
 - *Hobby project experience:* JavaScript + React.js
 - *Distant past:* PHP, Oracle PL/SQL, C, C++, x86 Assembly, 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.
- **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)