

MATTHEW TAYLOR

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PROFESSIONAL SUMMARY

Implementation Manager with 10+ years of experience leading enterprise software implementations and managing cross-functional teams across Fortune 500 and government clients. Proven success managing portfolios of 50+ concurrent projects annually while maintaining 95%+ customer satisfaction through strategic stakeholder engagement, structured project management methodologies, and team leadership. Expert in Agile delivery, requirements gathering, and driving operational excellence across diverse industries including manufacturing, construction, and government contracting.

CORE COMPETENCIES

Leadership & Management:

Project Portfolio Management • Team Leadership & Development • Stakeholder Management • Cross-functional Collaboration • Revenue Operations • Performance Monitoring • One-on-One Coaching • Resource Allocation

Project & Program Management:

Agile/Scrum Methodologies • JIRA • HubSpot CRM • Tempo • Sprint Planning • Backlog Management • Change Management • Risk Mitigation • Quality Assurance • Process Optimization

Business & Strategic:

Requirements Gathering • Gap Analysis • Business Process Analysis • Strategic Planning • C-Level Presentations • Competitive Analysis • Revenue Tracking • Executive Reporting

Technical: SQL Server • API Integration • Data Migration • System Configuration • Technical Documentation

PROFESSIONAL EXPERIENCE

Senior Implementation Manager

GHG Corp. / Harris Computer | Webster, TX | 2015 - 2025

Project Portfolio & Team Leadership

- Managed portfolio of 50+ concurrent enterprise implementations annually across manufacturing, construction, government contracting, and non-profit sectors, reducing average time-to-value by 20% through structured project management
- Led cross-functional teams using Agile methodologies and JIRA with parent/sub-task hierarchies, progress tracking, and productivity analytics via Tempo, consistently achieving 95%+ customer satisfaction
- Conducted regular one-on-one meetings with implementation specialists, identifying and resolving blockers impacting project timelines while providing coaching and performance support
- Tracked and reported departmental revenue metrics including monthly implementation fees, training revenue, and custom services billing to provide leadership with operational performance insights
- Facilitated Agile delivery processes ensuring on-time delivery and stakeholder satisfaction across technical and business requirements while maintaining quality standards

Strategic Planning & Stakeholder Management

- Led comprehensive requirements-gathering sessions with C-level executives and key stakeholders, translating complex business needs into detailed technical specifications and actionable implementation plans
- Conducted comprehensive gap analysis comparing current-state processes with software capabilities, developing customization requirements and process improvement recommendations
- Presented strategic product initiatives to C-level executives, including marketplace integration opportunities with detailed business impact analysis and revenue projections
- Managed scope changes and competing stakeholder demands by serving as liaison between development teams and business users, ensuring technical feasibility aligned with business objectives

Process Optimization & Risk Management

- Led business process mapping initiatives to understand current state operations and design optimized future state workflows that maximized software value and operational efficiency
- Designed comprehensive testing protocols and quality assurance processes, ensuring all implementations passed requirements validation and maintained high delivery standards
- Identified and mitigated technical risks from user perspective combined with system architecture knowledge, ensuring robust solutions and preventing downstream issues
- Maintained DoD Level 2 Security Clearance for multi-year federal contract supporting Defense Commissary Agency (DeCA), ensuring compliance with federal security protocols

Business Owner

4ZMET LLC | Texas City, TX | 2019 to Present

- Manage end-to-end business operations leveraging data analytics, automation tools, and financial systems for strategic decision-making and operational efficiency
- Conduct comprehensive market research and competitive analysis using data analytics platforms to analyze trends, competitive positioning, and market opportunities
- Oversee financial operations using QuickBooks Online for accounting, cash flow management, and business reporting with automated system integrations

Application Support Representative

GHG Corp. | Webster, TX | 2014 - 2015

- Provided Tier 2 technical support for enterprise applications achieving 95% ticket resolution within SLA requirements
- Maintained technical documentation and issue tracking in JIRA with detailed specifications for development team escalation

KEY LEADERSHIP ACHIEVEMENTS

Team Leadership & Development Initiative

Implemented structured team management processes including regular one-on-ones, progress monitoring, and blocker resolution protocols, resulting in improved project delivery timelines and team performance consistency across 50+ concurrent projects.

Enterprise Implementation Excellence Program

Led comprehensive implementation redesign that reduced average time-to-value by 20% while improving customer satisfaction scores to 95%+, directly impacting customer retention and expansion revenue.

Cross-Functional Process Optimization

Collaborated with development, sales, and support teams to identify and eliminate operational bottlenecks, resulting in improved customer experience and 15% reduction in support requirements.

TECHNICAL SKILLS

Project Management Tools: JIRA, HubSpot CRM, Tempo, Agile/Scrum methodologies, Sprint Planning, Backlog Management

Technical Systems: SQL Server, API Integration, Data Migration, System Configuration

Business Tools: QuickBooks, CRM Platforms (HubSpot), Requirements Analysis, Gap Analysis, Process Mapping

EDUCATION & CERTIFICATIONS

CompTIA A+ Certified | Network+ Certified

Coursework in Music Business Recording | San Jacinto College | 2003 - 2007