

## PROFILE

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I am a passionate, results-driven, product manager with significant work experience and a successful track record of data analysis and e-commerce projects/products. I have experience as an analyst, advisor, project manager and product manager of major e-business systems at Konetic, Careerpassport, KONNEKT, and PwC and I currently manage a start-up operation running a crowdfunding platform.

I have strong analytical skills, a drive for constant innovation, a keen interest in start-ups, business improvement, strategic product development, and 11 years of experience of client and vendor management including requirements gathering and implementation of SaaS solutions. Academically, I hold an MSc E-commerce (Distinction) from Kingston University where I was awarded the prize for best student in MSc e-commerce.

## KEY SKILLS

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- **Agile methodologies** (SCRUM, KANBAN, LEAN) and **SQL**: Working Knowledge
- **PRINCE2**: Certified Practitioner
- **Google Analytics, Adwords**: Proficient
- **MS Office Tools** (Word, Excel, Powerpoint, Visio, Project, Access, Publisher, One Note): Proficient
- **PHP, VB, .Net, CSS, HTML**: Working Knowledge
  
- **Languages**: Maltese (Native); English (Native); Italian (Proficient)
  
- **Interpersonal skills**: Proven track record in communication, leadership, presentation, problem solving, data and gap analysis and decision making skills; Ability to multitask, empower teams, work under pressure & on tight deadlines and on own initiative.

## EMPLOYMENT

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### **CEO (ZAAR Crowdfunding)** 22/06/2016 – To date

- Managing the whole start-up operation
- Handling all contractors including IT, Marketing, Accounts, Admin and 3<sup>rd</sup> party stakeholders
- Crowdfunding trainer and guide for all projects on the platform as well as delivered training to other organisations both in Malta and overseas.
- Mentor within the JAYE (Junior Achievement Young Enterprise) start up programme
- Mentor to various start-ups referred to us by other local entities

### **Product Manager & Head of Software Delivery** (Konetic) 1/2/2014 – 20/6/2016 (promoted from e-business analyst)

- Started by managing a team of developers & testers (10 members) but then I handled the day to day management of the whole organisation (20 members) together with the MD
- Fundamental in starting and managing a complete overhaul of the organisation and business processes;
- Creating the strategic vision for the software, setting the product roadmap with immediate and future priorities for software development and service teams;
- Liaising between the clients and technical development teams and managing stakeholders expectations;
- Project governance, from requirements gathering and management of business process improvements to deployment;
- Triaging all incoming bug/defect reports and enhancement requests.
- Handled the handover training and implementation of our software solution at Cintra Payroll – a partner company that bought out the software IP from Konetic.

**e-Business Analyst (Konetic)**

1/10/2013 –1/2/2014

- Planning, designing, managing and coordinating development and enhancements on the Applicant Tracking System;
- Coordinating client customisation and sales, including requirements analysis (Gap analysis; user stories; workflow diagrams) and implementation management (expectations; training & handoff);
- Test upgrades and customisations before they are implemented and support users after going live;
- Scrum master and responsible for project deliveries.

**e-Business Analyst / Head of Operations (Careerpassport) 1/9/2010 – 1/10/2013**

- Launched an offshoot start-up from the KONNEKT project following my proposals
- Planning, designing, managing and coordinating development and enhancements on the Applicant Tracking System and training management system;
- Strategy, administration, market positioning and business plans;
- Coordinating client customisation and sales, including requirements analysis (Gap analysis) and implementation processes management;
- Coordinating team of developers;
- Managing the client implementations of the SaaS platform (user stories; workflow diagrams; timelines; expectations; training & handoff);
- Administering online campaigns to generate leads and sales;
- Test upgrades and customisations before they are implemented and support users after going live;
- I was also engaged by the National HR Development Association to give training courses on “Recruitment and Technology” for 2 years in a row.

**e-Business Analyst / Project Manager (KONNEKT)**

1/9/2008 –1/9/2010

- Understanding and positioning the Directors' goals and objectives for long term success;
- Translating goals & objectives to requirements, system designs, flows and project plans;
- Managing and planning the whole development cycle of the project;
- Coordinating & liaising with all parties, including: directors, developers, designers & the branding agency;
- Managing arising matters, risks and escalating issues;
- Managing financial and timing budgets as well as securing external funding;
- Planning and performing system testing and verifying data accuracy;
- Working remotely and coordinating involved parties through remote communication during my Master Degree;
- Presented the business case to translate this project into a new product (careerpassport). This was adopted and I was responsible for its implementation.

**Researcher and Project Manager (Business Leaders Malta)**      1/4/2013 – 3/9/2013  
Contract Position

- Planning and developing a new research project on remunerations and the labour market in Malta;
- Contacting companies and stakeholders to participate and to provide relevant data;
- Carrying out research, data analysis and compilation of the final report;
- Ad hoc management duties and client follow-up.

**Systems & Processes Advisory Associate (PwC)**      1/7/2007-31/8/2008

- Co-managing a project to update and consolidate all internal systems (ERP, CRM, Billing) into one system, including Data Migration;
- Involvement in various e-government advisory projects;
- Benchmarking of an Integrated Utilities Business System for a Local Utilities Provider
- Implementing Navision (ERP) and Qino Project Management;
- Planning & managing a Data Migration exercise of vast amounts of financial & client data into 1 system;
- Co-leading the whole project, including the management of teams of associates;
- Liaising with PwC's partners, suppliers, technical staff and office administration;
- Managing testing plans & planning the changeover including implementation phases, training & support.

#### VOLUNTARY WORK

My experience in student organisations strongly developed my leadership, team skills, research and presentation skills.

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|--------------------------------|----------------------------|-----------|
| KSU (National Student Council) | Social Policy Commissioner | 2006-2007 |
| AISEEC Malta                   | President                  | 2005-2006 |

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| AIESEC Malta | Finance Executive & Conference Management | 2004-2005 |
| AIESEC Malta | Outgoing Exchange Team President          | 2003-2004 |

## EDUCATION

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**MSc e-Commerce (with Distinction)** Kingston University, London 2009 - 2010

Awards: The Dr. Bob Roberts Memorial Prize for the best student in MSC e-Commerce

Dissertation: The design & the feasibility of creating an e-Business framework for Micro & Small Enterprises operating in the Professional Service Industries.

Modules: Requirements engineering & management, e-Business, strategic information systems for e-business, e-technology, corporate databases & database management, mobile & broadband networks, secure & dependable computing and research methods

**B.Com. (Hons.) Management** University of Malta, Malta 2006 - 2007

**BSc. Business and Computing** University of Malta, Malta 2003 - 2006

### Matriculation Advanced Level Certificates Malta:

5 A-Levels (Maths, Computing, Physics, Accounts, Economics)

4 Intermediate Level (Technical Design, Italian, Philosophy, Systems of Knowledge)

## OTHER INTERESTS

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Sports, Travelling, Technology and Politics

## REFERENCES

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**Academic:** Available on request (University of Malta and Kingston University)

**Professional:** Available on request from all previous employers