

SEBASTIAN TILLER

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GENERAL MANAGER | PRINCIPAL CONSULTANT | BUSINESS ANALYST | PRODUCT MANAGER

Cross-Functional Leadership | Staff Development | Project Management | Technical Skills | Stakeholder Management

Fast learning, business savvy, technical General Manager highly regarded for delivering elegant solutions to complex business problems that conform to the most exacting compliance standards. Exceptional interpersonal skills, with the ability to examine and understand client needs and deliver innovative projects on time and under budget while exceeding stringent expectations. Accustomed to performing in deadline-driven, fast-paced environments while pushing creative limits. Comfortable leading multi-regional remote and in-office teams of professionals to deliver enterprise-scale solutions to industry leaders including Northern Territory Government, Energy Queensland, Powerlink, Chorus, South32, Baiada Poultry and Silver Fern Farms.

SELECTED HIGHLIGHTS

- ❖ Over 15 years of experience in a consulting capacity working both on and off client sites to oversee the architecting, development, UAT, and implementation of custom enterprise-scale software systems.
- ❖ Product Management experience in the compliance and safety sectors, using innovation to improve existing revenue streams valued >\$1M annual recurring revenue.
- ❖ Outstanding stakeholder management skills working with small and large project teams within enterprise-scale clients with global reach.
- ❖ Specialising in remote staff development, team building and organisational leadership. Providing tailored leadership for high performers and emerging talent.
- ❖ Proven track record managing on and offshore teams of up to 5 alongside client-side professionals to deliver a consistently high-quality implementation.

CORE COMPETENCIES

- | | | |
|--------------------------|---------------------|------------------------|
| ■ Remote Team Management | ■ Business Analysis | ■ Project Management |
| ■ Culture Design | ■ Price Setting | ■ Negotiations |
| ■ Business Acumen | ■ Compliance | ■ Change Management |
| ■ Product Management | ■ Market Analysis | ■ Software Development |

PROFESSIONAL EXPERIENCE

OCTOFOLIO PTY LTD | BRISBANE, AUSTRALIA | EMPLOYEES: 7 | 2016 TO PRESENT

General Manager

Supports 40 clients annually across Australia and New Zealand to develop and implement customisable off the shelf solutions for the tracking, handling and removal of asbestos and other hazardous substances in workplace health and safety regulation compliance.

- Oversee day to day operations and functions for an enterprise grade software-as-a-service generating \$1M in recurring annual revenue, including staffing, vendor management, and client relations.
- Grew annual overall sales 132%, to a total of \$84K monthly recurring revenue, using direct sales and partner programs.
- Technical sales assistance and customer relationship building resulting in \$5M in committed revenue over the next 5 years.
- Continually establishing a work culture of accountability and ownership to drive operational excellence and lead initiatives.
- Served as Product Owner providing strategic guidance on the new version of the company's new B2B software as a service tool.
- Managed transition from all outsourced development to fully in-house within a six month period.
- Managed change from owned servers to Microsoft Azure cloud services reducing on-going infrastructure cost by 72%.
- Managed and retained key talent through a multi-national acquisition transition process taking six months.
- Built, recruited, and now leads a team of 6 FTEs, including department managers, developers, customer service, sales, and technical support specialists.

Technology: Stack (Linux, Apache, MySQL, PHP, Laravel, React), Infrastructure (Microsoft Azure, Amazon Web Services), Development (Agile, Waterfall, VSCode, MySQL, TablePlus, XCode, Apple Developer Tools, SendGrid, Sentry, Mixpanel, AppSheet, DrawSQL, BrowserStack), Product Management (Linear, Notion, Miro, Figma), File Sharing (Dropbox, OneDrive), Customer Support (Intercom, Loom, Slack, Bird Eats Bug, Beamer, SavvyCal), Business Management (Office 365, Xero), Website Management (Webflow, WP Engine, WordPress, Google & Bing Search Tools), Social Media Marketing (Unbounce, Facebook for Business, Google My Business, LinkedIn Navigator, Twitter, Wistia)

PROJECTS

Role: Partner Relations | **Budget:** \$50K | **Partners:** 5

Designed, implemented and on-going management of a software implementation partner program/reseller network.

- Built networks and connected with industry to create a new partner program, providing additional sales pipelines.
- Worked with outsourced marketing agencies and internal teams to create partner program training and marketing materials.
- Partner program now delivering 57% of new revenue over the past two years.

Technology: File Sharing (Dropbox, OneDrive), Customer Support (Intercom, Loom, Slack, Bird Eats Bug, Beamer, SavvyCal), Business Management (Office 365, Xero), Website Management (Webflow, WP Engine, WordPress, Google & Bing Search Tools), Social Media Marketing (Unbounce, Facebook for Business, Google My Business, LinkedIn Navigator, Twitter, Wistia).

Role: Product Owner | **Client:** Precise Consultancy | **Budget:** \$150K | **Users:** >50

Review, design, upgrade and product management replacement practice management solution for Environmental Consultancy.

- Efficiency gain of two-man hours per assessor per job across Precise Consulting nationally.
- Received an 87% user approval rating from 50 users for the final product.
- Acknowledged by Precise Consultancy for excellence in customer service and compliance management software.
- Utilised project findings to open new product lines offering similar solutions to other organisations.

Technology: Stack (Linux, Apache, MySQL, PHP, Laravel, React), Infrastructure (Microsoft Azure, Amazon Web Services), Development (Agile, Waterfall, VSCode, MySQL, TablePlus, XCode, Apple Developer Tools, SendGrid, Sentry, Mixpanel, DrawSQL, BrowserStack), Product Management (Linear, Notion, Miro, Figma), File Sharing (Dropbox, OneDrive), Customer Support (Intercom, Loom, Slack, Bird Eats Bug, Beamer, SavvyCal).

Role: Implementation Manager | **Budget:** \$250K | **Users:** >250

Built a migration team responsible for the upgrade of existing clients to the new platform, including data transformation and training.

- Managed client expectations (what to expect and when) and training requirements from legacy to new systems.
- Successfully translated and migrated over 5 million rows of health and safety compliance data and supporting documentation.
- Reduced infrastructure costs by 47% after transition from internally managed servers to Microsoft Azure cloud.

Technology: Legacy platform (SharePoint 2010) and Current platform (Linux, Apache, MySQL, PHP, Laravel, React), Windows Server Environments (Microsoft Server 2008), Development (Agile, Microsoft Visual Studio, Mixpanel), Product Management (Linear), Customer Support (Intercom, Loom).

Role: Product Owner | **Budget:** \$850K | **Users:** >2500

Researched, scoped, and conducted agile development and UAT on the Octfolio platform upgrade (complete code rewrite)

- Help guide technology selection to maximise the cross over of business requirements, future requirement, maintainability
- Vetted and selected outsourced development partners (five developers) who integrated into our business as “part of the team”.
- Interviewed, recruited and onboarded two internal developer resources to ensure continuity and ownership of the process.
- Research and oversaw a cloud transition from internally managed servers to utilising the Microsoft Azure cloud services.

Technology: Stack (Linux, Apache, MySQL, PHP, Laravel, React), Infrastructure (Microsoft Azure, Amazon Web Services), Development (Agile, Waterfall, VSCode, MySQL, TablePlus, XCode, Apple Developer Tools, SendGrid, Sentry, Mixpanel, DrawSQL, BrowserStack), Product Management (Linear, Notion, Miro, Figma)

Principal Consultant (2016-2020)

Supported 20 customers as the only full-time company employee with ad-hoc outsourced contracted help.

- Grew annual overall sales 45%, to a total of \$35K monthly recurring revenue by training multiple sales partners.
- Improved lead generation and conversion with greater product awareness across sales divisions.
- Owned full project life cycle from RFP to implementation for eight major accounts collectively valued at \$1.3M over three years.
- Successfully managed teams of up to five professionals to deliver outstanding results on projects of >\$2.5M.
- Won >\$700K in new business through referrals from previous customers.

Technology: SharePoint 2010 (SharePoint 2010, SharePoint Central Administrator, SharePoint Designer, Web Parts (C#), Custom Pages (CSS, HTML, JavaScript)), Windows Server Environments (Microsoft Server 2008, Windows Active Directory, SQL Server, Patching and Maintenance), Development (Waterfall, Agile, Microsoft Visual Studio, XCode, Apple Developer Tools, HockeyApp, Sendgrid, InVision, Balsamiq, Mixpanel), Product Management (Confluence, Jira), Report Development (Microsoft SQL Reporting, Microsoft Word), File Sharing (Dropbox, OneDrive, Box), Customer Support (Intercom, Loom, TeamViewer, Skype for Business), Business Management (GSuite, Trello, Hubspot CRM, Xero), Website Management (WP Engine, WordPress), Social Media Marketing (MailChimp, Facebook for Business, Google My Business, LinkedIn Navigator, Adespresso, Twitter, Medium, Wistia)

Role: Product Owner | Client: Energy Queensland | Budget: \$220K | Users: >250

Managed concept-to-launch for a bespoke high-voltage transformer oil sampling solution to help streamline routine maintenance for 13,000 assets across Southeast Queensland.

- Collaborated with client stakeholders to architect a custom mobile application and web-app consolidating four asset management systems into a single source of truth and enable QR coded in-field data aggregation/sampling points.
- Recorded a 96% reduction in errors across 250 users, taking over 100 samples per day.
- Project was nominated and won an internal excellence in innovation award.

Technology: AppSheet (no-code application builder), Amazon Web Services (EC2, RDS, Route 53, S3), Development (MySQL, PHP, Javascript, CSS, HTML, Microsoft Visual Studio, XCode, Apple Developer Tools, Testflight, Balsamiq, YoURLs), Report Development (Google Sheets, Google Documents), Customer Support (TeamViewer, Skype for Business), Delivery (Apple Enterprise Program, Apple AppStore, Google Play Store)

Role: Product Owner | Client: Powerlink | Budget: \$15K | Users: >25

Managed concept-to-launch for a bespoke hazardous materials sampling audit state-wide audit program executed by four independent 3rd party inspection teams for over 42,000 unique inspection points.

- Collaborated with client stakeholders to architect a custom mobile application and web-app to enable real-time program process reports across multiple sample and analysis types (asbestos, lead cadmium chromium).
- Solution provided for the entire supply chain (in-field assessors, laboratories, asset owners).
- Automated sample chain of custody, analysis results via API and end of week status summaries, keeping all stakeholders engaged and informed.
- Software provided free-of-charge and generated \$200K in new revenue over the 16 month project period (paid per sample captured) and on-going \$80K annually (for on-going data hosting and reporting requirements).

Technology: AppSheet (no-code application builder), Amazon Web Services (EC2, RDS, Route 53, S3), Development (MySQL, PHP, Javascript, CSS, HTML, Microsoft Visual Studio, XCode, Apple Developer Tools, Testflight, Balsamiq, YoURLs), Report Development (Google Sheets, Google Documents), Customer Support (TeamViewer, Skype for Business), Delivery (Apple Enterprise Program, Apple AppStore, Google Play Store)

THETA TECHNOLOGIES | BRISBANE, AUSTRALIA | EMPLOYEES: 15 | 2009 TO 2016

Senior Business Analyst

Assisted in the delivery of technical solutions to business systems requirements for companies in a range of sectors, located in three countries, ranging from large, enterprise-scale organisations (with upwards of 7K employees) to smaller SME's (<250 employees).

- Promoted to a position of strategic importance within the organisation after one year of service in recognition of outstanding performance and client feedback.
- Developed training and support documentation used for onboarding new employees and >100 separate client training courses.
- Architected elegant solutions to operational stressors, saving clients an average of >\$200K per annum in administrative costs.
- Conducted requirement capture interviews as part of the pre-sales process in support of the sales team.

Technology: Windows Server Environments (Windows Server 2012, Microsoft SQL Server, Patching and Maintenance, Remote Desktop), Report and Dashboard Development (Crystal Reports, Microsoft SQL Reporting), InformationLeader, Customer Support (TeamViewer, Skype of Business), Microsoft Suite, Microsoft Project, Microsoft Visio, Microsoft Access

PROJECTS

Role: Implementation Manager | Client: Baiada Poultry | Budget: >\$880K | Users: >250

Oversaw the implementation of the InformationLeader system used to track Fresh and Cooked process KPIs for Australia's second largest poultry producer.

- Successfully completed multiple projects ahead of schedule with outstanding client and end-user feedback.
- Saved client >\$1M annually in operations cost with improved efficiencies that reduced staffing requirement by three FTEs in each of their six processing plants plus several other operational locations.
- Identified process development opportunities which allowed for an extra FTE staffing reduction per processing plant on top of initial projections.
- Obtained a 60% expanded scope above the initial bid for >\$500K in additional revenue.

Technology: Windows Server Environments (Windows Server 2012, Microsoft SQL Server, Patching and Maintenance, Remote Desktop), Report and Dashboard Development (Crystal Reports, Microsoft SQL Reporting), InformationLeader, Project Scoping (Microsoft Word, Microsoft Visio, Balsamiq), Project Management (Microsoft Project, Skype of Business), Data Migration (Microsoft Excel, Microsoft Access, Batch Scripts), Customer Support (Email Ticketing, TeamViewer)

Role: Management Consultant | Client: SuKarne | Budget: >\$720K | Users: >500

Provided strategic guidance to a team of six professionals from three countries and five international resellers to develop paperless compliance systems including day-to-day operations, processing, human resources, safety and quality workflows, one of which included the biggest red meat producer in Mexico, with an >\$800M annual turnover.

- Saved client >\$2M annually in operational overhead associated with a paper-based system.
- Increased accuracy of reporting by >90% with process automation.
- Formed lasting partnerships with resellers leading to 14 additional projects valued at >\$4M over the contract life.

Technology: Windows Server Environments (Windows Server 2012, Microsoft SQL Server, Patching and Maintenance, Remote Desktop), Report and Dashboard Development (Crystal Reports, Microsoft SQL Reporting), InformationLeader, Project Scoping (Microsoft Word, Microsoft Visio, Balsamiq), Project Management (Microsoft Project, Skype of Business), Data Migration (Microsoft Excel, Microsoft Access, Batch Scripts), Customer Support (Email Ticketing, TeamViewer)

Role: Management Consultant | Client: Ecowize | Budget: >\$500K | Users: >250

Assisted a >150 site cleaning company in standardising and automating all aspects of their business practices.

- Migrated 250 employees to a centralised KPI reporting tool, improving visibility for senior management.
- Decreased administrative requirements by reducing two-man hours, on average per day per cleaning team.
- Increased operational efficiency, saving the client an average of >10% per annum in overhead.
- Received recognition from the client for outstanding service resulting in a marketing case study.

Technology: Windows Server Environments (Windows Server 2012, Microsoft SQL Server, Patching and Maintenance, Remote Desktop), Report and Dashboard Development (Crystal Reports, Microsoft SQL Reporting), InformationLeader, Project Scoping (Microsoft Word, Microsoft Visio, Balsamiq), Project Management (Microsoft Project, Skype of Business), Data Migration (Microsoft Excel, Microsoft Access, Batch Scripts), Customer Support (Email Ticketing, TeamViewer)

ADDITIONAL EXPERIENCE

Express Sites; Brisbane, Australia; 2008 – 2009: Website Designer
 Krome Studios; Brisbane, Australia; 2007 – 2008: Quality Assurance
 Creative Assembly – SEGA; Brisbane, Australia; 2007: Quality Assurance
 Harvey Norman; Brisbane, Australia; 2005 – 2007: Photo Center Manager

EDUCATION

SAE Institute Australia

Bachelor of Interactive Entertainment - Animation

ADDITIONAL CREDENTIALS

PROFESSIONAL DEVELOPMENT

- Certified Manager Program - The CEO Institute
- Managing Remote Teams - Coursea
- Build Websites from Scratch (HTML, CSS, GIT) - Codecademy Intensive
- The Art of Software Testing - Udemy
- Advanced SAP Crystal Reports 2008 (Level 1, Level 2)

ORGANISATIONS

- Creative Product Managers
- Information Technology Professionals
- Brisbane Business Network
- Cloud Computing
- SaaS & Virtualisation
- The Business and Data Analyst Forum
- The Customer Success Forum
- Entrepreneurship and Intrapreneurship

- Software and Technology
- Podcasts

INTERESTS & HOBBIES

DETAILED REFERENCES AVAILABLE ON REQUEST