

# Matt Jawanda

Management Consultant

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**Matt's** strengths stem from 9+ years in the customer service industry. With a focus on providing quality service to everyone he interacts with, Matt has the ability to relate to people on a variety of levels, allowing him to easily garner trust. He has an extremely thoughtful approach to problems and listens to client needs to develop a logical solution that is easy to understand and follow. Having to solve problems quickly throughout his career, Matt has developed critical thinking skills that instill confidence in clients across diverse projects. His core goal is to support those he works with and provide value to the teams and projects he works on. Matt's primary skills and abilities can be summarized as:

## STAKEHOLDER ENGAGEMENT

A must have in the customer service industry is interpersonal skills, something Matt excels in with both project teams and clients. He has extensive experience building successful relationships with teammates, partners, and stakeholders. Matt possesses highly effective communication skills and an excellent ability to gain commitment and cooperation from all stakeholders to "buy in" to new ideas. He believes the key to successful stakeholder engagement is meaningful and purposeful involvement by individuals, groups or organizations who have a vested interest in decisions and project outcomes. His approachability and calm demeanor create a comfortable and engaging environment that allows for the genuine participation of stakeholders in the development of these outcomes and objectives.

## BUSINESS ANALYSIS

Matt has experience as a business analyst across several public and private organizations in the social, financial, health, transportation, and natural resource sectors. He is keenly aware that providing objective analysis while quickly adopting the client's terminology and culture is imperative to producing deliverables that resonate within all levels of the organization. With common sense, diverse experience, and sound analysis skills, Matt is proficient in delivering results within dynamic environments. He is adept at helping clients generate risk-aware solutions to a wide variety of challenges, never losing sight of purpose and outcomes. His experience analyzing financial sales reports and identifying opportunities for improvement is transferable to several industries and has been a valuable skill in his transition to consulting.

## WRITING AND COMMUNICATIONS

Matt's business analysis experience is complimented by his ability to effectively communicate objectives, observations, and recommendations to various audiences, both verbally and in writing. He is able to concisely present complex information to allow for easy understanding across audiences. Matt is able to communicate effectively with all levels of an organization, a skill that has assisted him in his roles as General Manager and In-Theatre Sales Manager to successfully connect and implement the vision and initiatives from top level executives to the operations of front-line staff. He is a firm believer that open and honest communication is the key to building not only a successful work environment, but an enjoyable one as well.

## **LEADERSHIP**

Matt has held leadership roles for 5+ years; he has worked with several demographics on different projects, and successfully communicated results and initiatives in a way that fostered buy-in from individuals at all levels of the organization. By tailoring his approach to each individual scenario Matt learned to express concerns and provide feedback in a constructive way that allowed for the improvement of both employees and himself. A believer in transparency, he is always willing to provide reasoning behind his decisions and values the input of all stakeholders.

## **EMPLOYMENT HISTORY**

- Junior Consultant, Elevate Consulting 2022 – Present
- In-Theatre Sales Manager, Landmark Cinemas 2021 - 2022
- General Manager, Landmark Cinemas 2019 – 2021
- Assistant Manager, Landmark Cinemas 2017 - 2019