



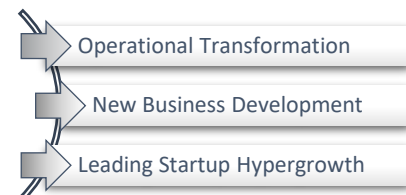
MATTHEW MICELI

Northern California Region | 925.708.8140 | mat_miceli@hotmail.com | [LinkedIn](#)

Senior Operations Executive

DRIVING GROWTH, PRODUCTIVITY, & PROFITABILITY THROUGH STRATEGY, LEADERSHIP, & TEAMWORK

High energy, outcome-oriented operations executive with 20+ years of experience defining and executing game-changing business strategies. Passionate team leader known for building and retaining top-performing teams. Proficient in financial management and strategy. Adept at developing forward-looking processes and forging strategic partnerships with clients, vendors, and banks in order to scale companies. Laser-focused on operational excellence and efficiency.



SIGNATURE LEADERSHIP COMPETENCIES

Strategic Planning ■ Business Management ■ P&L Management ■ Financial Analysis ■ Accounting ■ Project Management ■ M&As
Cross-Functional Team Building & Leadership ■ Training & Coaching ■ Benefit Design ■ Employee Retention & Engagement
Process Implementation & Optimization ■ Performance Measurement & KPIs ■ Database Creation & Data Analysis

PROFESSIONAL EXPERTISE

Insynctive – Walnut Creek, CA

2022

Business Development Executive

Working with service providers and third party administrators to offer Insynctive Hub to their clients, consult with development team for product integrations

MPAY / Payentry / Payentry Financial Services – Walnut Creek, CA

2019 – 2021

President

After leading post-acquisition integration, provided organization and leadership to drive sales performance, product development, service delivery, and customer success with impact across the parent company and service providers.

- Pioneered a national sales support and implementation team to activate hundreds of thousands in stagnant contracts.
- Reinvigorated sales team by formulating an incentive structure and overhauling sales processes and delivery.
- Implemented a voluntary benefits enrollment program and attained 130%+ avg. product penetration with existing clients.

Key Functions – Special Projects / Departmental Management / Continuous Improvement / Regulatory Compliance / Budget Creation & Reporting / Marketing & Sales Development / 3rd Party Vendor Management / Client Onboarding / Processes & Tools

IDM Payroll & Insurance Services (Acquired by MPAY) – Walnut Creek, CA

2004 – 2019

President & CEO

Leveraged trusted banking connections to secure a \$20M+ mission-critical ACH line of credit and launched a highly-competitive boutique payroll services company. Gradually diversified product offering to include insurance, tax, and HR services.

- Built out a robust technology infrastructure to create a highly efficient operating model with automations and self-service, requiring limited headcount.
- Built and developed a team of 10 employees – maintained a 100% retention rate over 10 years.
- Held a competitive advantage to market dominators by using banking relationships to offer next-day transaction capabilities as well as providing high-touch support with widely recognized and highly regarded employee longevity.
- Weathered '08 recession through strong financial management, product diversification, and strategic client segmenting.

Key Functions – Strategic Vision / Day-to-Day Operations / Identifying Market Opportunities / P&L Management / Cash Flow / Sales Processes / Strategic Partnerships / Team Engagement / Customer Service / Technology / Business Planning / M&A / Negotiations

The Outsource Group PEO (Acquired by Trinet) – Walnut Creek, CA

1997 – 2003

Chief Financial Officer / Chief Operating Officer

Established financial controls, implemented scalable operational processes, and developed internal departments, unleashing the Startup's growth potential to become *INC 500 Magazine's Fastest Growing Company in 2002*.

- Integrated one of the market's first-ever online benefit enrollment programs, creating exceptional efficiency and profitability.
- Managed multiple technology transformations to give the company a competitive advantage and position as a market leader.
- Stood up a formal finance team and benefits enrollment team as the company rapidly grew from 5 to 100 employees.

Key Functions – Reporting & Controls / Business Expansion / Team Building / Process Implementation / Tool Creation / Financial Strategy / Stakeholder Engagement / Hiring & Training / Operational Metrics / Market Expansion / Risk Management

EDUCATION

Bachelor of Science, Mathematics / Applied Science | University of California, Los Angeles

Refer to my [LinkedIn](#) profile for additional information on board involvement, volunteerism, & technical skills