





MATT BENNETT

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PROFESSIONAL SUMMARY

Senior SAP ISU Consultant with 10+ years of specialized experience implementing and optimizing utility solutions across North America. Expert in SAP IS-U Device Management (DM), Energy Data Management (EDM), and MDUS with proven success in AMI integration and smart metering systems. Demonstrated leadership in full lifecycle implementations, web service integrations, and user-centered product design. Adept at cross-functional collaboration with business stakeholders, technical teams, and offshore resources using Agile methodologies. Strong problem-solver with experience in managing critical implementations with zero post-launch defects.

CORE COMPETENCIES

- **SAP Expertise:** IS-U Device Management (DM), Energy Data Management (EDM), MDUS, Customer Information Systems
- **Technical Integration:** SAP Web Services, Smart Grid, AMI Integration, BPDM, Meter Reading Solutions
- **Product Leadership:** Requirements Analysis, Gap Analysis, Functional Design, UI/UX Development
- **Process Excellence:** BPMN 2.0 Workflow Design, Business Process Automation, Data Analysis
- **Project Methodology:** Agile, Scrum, Kanban, ASAP, End-to-End Testing, Defect Management
- **Stakeholder Management:** Client Relationship Management, Cross-Functional Team Leadership, Knowledge Transfer

TECHNICAL SKILLS

- **SAP Configuration:** IS-U Device Management, Energy Data Management, MDUS, Customer Information Systems
- **Development & Testing:** ABAP Debugging, Web Services Integration, XML Schema Development, Functional/Integration Testing
- **Metering Systems:** Itron IEE Platform, MV90, Smart Meter Integration, Meter Reading Upload/Download
- **Data Management:** SQVI Query Development, SQL, Excel (Pivot Tables, VLookups), Data Analysis
- **Tools & Technologies:** Camunda, JIRA, HPQC, Twilio, BPMN 2.0, UI/UX Wireframing

PROFESSIONAL EXPERIENCE

AVERTRA CORP | Remote (USA, Canada, Japan) | 2016 – 2024

Product Operations Manager | 2021 – 2023

My role was designed to aid Avertra's cross-functional product teams to operate as effectively as possible. I led tasks to solve initial challenges our teams experienced and gave product managers their time back to focus on building products users love. My team focused on alignment, communication, processes, and scale.

- Standardized project tracking and delivery across SAP utility implementations, establishing metrics and KPIs aligned with SAP implementation best practices
- Developed tooling and processes to ensure consistency in SAP-integrated product delivery, resulting in 30% reduction in implementation timelines
- Facilitated cross-functional alignment between product, development, and SAP technical teams, improving requirement accuracy by 40%
- Managed risk assessment and mitigation strategies across the SAP implementation portfolio
- Created communication frameworks to ensure appropriate stakeholder visibility into project milestones and deliverables

Product Owner – Halifax Water | 2020 – 2021

Managed product development and service operations for the MiCustomer platform. Coordinated regular sprint meetings and requirements meetings for new features and enhancements. Managed the product backlog and provided delivery support to cross-functional technical teams.

- Led the MiCustomer platform integration with SAP backend systems, ensuring seamless data flow between customer portal and utility systems
- Spearheaded groundbreaking Twilio SMS integration into SAP eBill platform, enabling real-time notifications between smart meters and customer communications
- Automated account management processes through SAP integration, reducing customer service call volume by 50% within six months
- Managed sprints and product backlogs, prioritizing features based on technical constraints and SAP integration requirements
- Collaborated with SAP technical teams to ensure accurate data mapping between portal and backend systems

Process Engineer – Southwest Gas (SWG) | 2019 – 2020

Provided services as a Process Engineer to assist with automation of BPEM exception cases. This required the analysis of requirements, developing processes using precise BPMN 2.0 to be utilized with automation application Camunda.

- Designed and implemented BPMN 2.0 workflows to automate SAP BPEM exception handling, improving process efficiency by 35%
- Developed detailed SAP integration specifications for Camunda automation platform, ensuring proper data exchange
- Created client-facing wireframes aligning UI/UX with SAP business process requirements
- Served as Jira SME, organizing cross-team deliverables and establishing best practices for tracking SAP implementation tasks
- Delivered all requirements and SAP integration design documentation on time and to specification

Product Owner – Puget Sound Energy (PSE) | 2017 – 2018

Oversaw product development for the PSE platform. Gathered, documented, and translated project requirements into designs for technology applications and solutions development. Established product roadmap, schedules, and estimates with the Delivery Manager. Maintained the product backlog and list of tasks in progress. Also performed pre- and post-sales activities.

- Gathered, documented, and translated SAP-specific requirements into technical specifications for development teams
- Conducted comprehensive gap analysis between current SAP functionality and client requirements
- Created detailed user stories and acceptance criteria for SAP integration points
- Led 30+ business requirements sessions across 15 agencies, ensuring alignment with SAP capabilities
- Successfully facilitated integration negotiations between regulatory bodies, ensuring compliance with SAP data standards
- Maintained product backlog with prioritized SAP development and configuration tasks

Product Owner – Loudoun Water | 2016 – 2018

Managed product development and service operations for the MiCustomer platform. Coordinated regular sprint meetings and requirements meetings for new features and enhancements. Managed the product backlog and provided delivery support to cross-functional technical teams.

- Managed full product development cycle for MiCustomer platform, focusing on SAP IS-U integration points
- Coordinated regular sprint meetings and requirements sessions for new features enhancing SAP data utilization
- Led the first-ever integration of Twilio SMS with SAP eBill platform, creating real-time meter data notifications
- Automated multiple account processes through SAP integration, dramatically reducing manual intervention

- Supported marketing, communications, and end-user training for SAP-integrated customer portal

HCL | *Buffalo, NY* | 2014 – 2016

SAP ISU Device Management Consultant – National Fuel & Gas

Designed, configured, and managed user interface, reporting, and product enhancements for Device Management and Energy Data Management processes. Served as primary point of contact for all critical events.

- Configured and optimized SAP IS-U Device Management and Energy Data Management modules according to utility requirements
- Developed and maintained 25+ functional specifications for SAP interfaces, reports, and enhancements
- Implemented daily import process for hourly meter readings from 400+ commercial and industrial Mercury meters
- Performed daily data analysis for legacy system comparisons to ensure data integrity during transition
- Built positive working relationships with offshore resources and client stakeholders
- Delivered implementation with zero critical defects post-go-live

HCL | *Toronto, ON* | 2012 – 2014

SAP ISU Device Management & MDA Consultant – Hydro One

Created and maintained Meter Data Acquisition functional developments and the synchronization of smart meters from SAP to Itron IEE. Responsible for interface development and data integrity between systems.

- Managed synchronization of 1.4 million smart meters between SAP and Itron IEE systems
- Created and maintained interfaces processing 50,000–70,000 daily meter readings from Time-of-Use smart meters in SAP

- Implemented synchronization and maintenance processes for MV90 meters and register groups between SAP and IEE
- Analyzed Itron IEE logs and SAP web services to resolve synchronization issues during system stabilization
- Developed complex XML schemas for meter data exchange between SAP and external systems
- Conducted comprehensive knowledge transfer sessions and created detailed work instructions for support staff

HCL | Vancouver, BC | 2011 – 2012

Functional SAP & Self-Service Portal Consultant – Fortis BC

Led completion of the SDLC for HCL's customer self-service product iEM (Intelligent Energy Management). Responsible for functional specifications, testing, configuration, and implementation support.

- Led end-to-end implementation of HCL's Intelligent Energy Management (iEM) customer self-service product
- Maintained functional and development specifications for SAP integration components
- Performed unit testing on custom SAP Function Modules ensuring data integrity between portal and backend systems
- Executed comprehensive front-end to back-end integration tests validating complete customer journeys
- Configured custom SAP IMG settings to support portal functionality
- Designed solution documentation including process narratives, workflows, interface requirements, and wireframes
- Provided go-live support and knowledge transfer for support personnel

HCL | USA & India | 2010 – 2011

SAP ISU Solutions Development Consultant

Provided support for SAP IS-U solutions development and pre-sales activities. Focused on technical documentation, UI design, and knowledge management for utility implementations.

- Completed formal training in SAP IS-U Device Management module
- Supported pre-sales efforts for utility product lines, creating demos and mockups
- Developed high-fidelity mock screens for developers using Adobe Photoshop and Fireworks
- Created knowledge base repository using Microsoft SharePoint for Smart Grid technologies
- Assisted with SAP utility solution demonstrations for potential clients

OURSAILS | Yokohama, Japan | 2023 – 2024

Head of Product & Co-founder

As founding member of a 5-person SaaS startup, wore multiple hats across product, development, and operations while driving rapid growth through lean methodologies. Balanced strategic leadership with hands-on execution in all aspects of the business.

- Applied SAP implementation expertise to develop rigorous product development methodologies for SaaS startup
- Leveraged utility industry knowledge to build structured data models and workflows
- Grew user base to 1,000+ paid subscribers through targeted product-market fit strategies
- Led successful Product Hunt launch reaching #5 ranking through community engagement
- Established lightweight but effective agile processes enabling consistent weekly improvements
- Conducted and analyzed 100+ user interviews using Jobs-to-Be-Done frameworks to identify critical collaboration needs

EDUCATION

Master of Business Administration (MBA)

University of North Alabama – Florence, AL | *2009*

Bachelor of Science, Computer Information Systems

University of North Alabama – Florence, AL | *2007*

CERTIFICATIONS & TRAINING

- SAP IS-U Device Management (HCL Internal Certification)
- BPMN 2.0 Process Modeling
- Agile, Scrum & Kanban Methodologies
- SQL for Data Analysis
- User Experience & Interface Design