

# Matthew Loxton MKM, CKM

Senior Analyst - Knowledge Management at WBB

mloxton@hotmail.com

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## Summary

Knowledge Management Expert and Organizational Learning professional - putting knowledge Assets to Work

Fervent Intangible Capitalist using Knowledge-Management that increases customer referenceability, revenue retention, product stickiness, and reduces cost of execution, and drives EBITDA contribution and Market Capitalization.

Matthew is a highly engaged and enthusiastic contributor of original ideas in Knowledge-Management that are focused on continuous-improvement and sustainable processes in order to satisfy both the tactical and strategic objectives at individual, team, and organizational levels by using appropriate information technology and knowledge management combined with enablement of suitable Communities of Practice.

- Strong international experience in high-tech industries involving key factors of knowledge-management, quality-management, scenario-planning, project-management, and commitment to continuous improvement and life-long learning.
- Leader in ongoing improvement and innovation through continuous use of organizational learning and knowledge management techniques in highly technical and multi-national/multi-cultural business environments
- Passion for human problem-solving and innovation without tears using knowledge management and organizational learning.

## Activities:

- Improving Business KPI's through Knowledge Management & Business Intelligence and Analytics
- Protecting operational integrity and intellectual property through Change Management & Content Management
- Improving capacity and capability through Organisational Learning & Analytics
- Building Intellectual Capital using knowledge management to increase corporate value.
- Increasing stability and niche dominance by building Communities of Practice (CoP)
- Giving back to the community through Pro-bono work in Knowledge Management in healthcare

## Specialties

- Knowledge Centered Customer Support
- Knowledge Management relating to BI & Analytics, Social Media, and Big Data

- Organizational Learning & Organizational Development

- Change Management

- IT & IP Governance

- Learning Management

- Building Communities of Practice (CoP)

- Psychometrics of Knowledge

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## Experience

### **Senior Analyst - Knowledge Management at WBB**

November 2012 - Present (10 months)

Working with the Veterans Health Administration as a subject matter expert on

- Knowledge Management
- Communities of Practice
- Lessons Learned

For over 30 years, WBB professionals have helped hundreds of clients successfully manage their most complex mission-critical business problems. By working closely with our clients, we're able to deliver sustainable, measurable results. WBB has become a trusted partner in the areas of Transformative Change, Enterprise Planning and Execution, and Mission Performance Optimization. Our focus is on providing the information our clients need to make an informed decision and take appropriate action.

*1 recommendation available upon request*

### **Contractor: Knowledge Management & Organizational Learning at Independent Contractor: Knowledge Management**

April 2012 - Present (1 year 5 months)

Providing expert consulting services pertaining to Knowledge Management, Organizational Learning, Change Management, and Intellectual Asset Management: "Putting Knowledge to Work"

Conducting knowledge analytics and psychometrics of knowledge attitudes & behavior

*1 recommendation available upon request*

### **Peer Reviewer at Journal of Knowledge Management Research & Practice**

March 2011 - Present (2 years 6 months)

Providing pro bono services as a peer reviewer for the Journal of Knowledge Management Research & Practice

KMRP provides an outlet for high quality, peer reviewed articles on all aspects of managing knowledge, organisational learning, intellectual capital and knowledge economics. This includes not just those focused on the organisational level, but all levels from that of the individual to that of the nation or profession.

The journal includes both theoretical and practical aspects, and especially the relationship between the two. There is a particular emphasis on cross-disciplinary approaches, and on the mixing of "hard" (e.g. technological) and "soft" (e.g. cultural or motivational) issues. Rigorous contributions from both academics and practitioners are welcomed.

### **Director, Knowledge Management at Jabil**

January 2011 - April 2012 (1 year 4 months)

Building Integrated Global Knowledge Office for Jabil

- Set Strategic & Operational KM Direction and Scope
- Creation of NPI Knowledge Framework
- Build & Deploy Knowledge Audit Model
- Integration of Business Analytics Scaffolding
- Integration with OD and OL, implementation of survey techniques and KM Climate audit

Jabil's unique combination of global expertise, ingenuity, analytics and financial performance has contributed to the success of the world's most well-known brands. We help companies design, build and take their products to market quickly, affordably and efficiently. But more than that, Jabil helps

*5 recommendations available upon request*

### **Contractor: Knowledge Management & Organizational Learning at Independent Contractor: Knowledge Management**

June 2010 - January 2011 (8 months)

Providing expert consulting services pertaining to Knowledge Management, Organizational Learning, Change Management, and Intellectual Asset Management: "Putting Knowledge to Work"

### **Global Director, Knowledge Management & Change Management at Mincom**

March 2007 - July 2010 (3 years 5 months)

Knowledge Management & Change Management

Focus and drive for developing organizational maturity through:

- Knowledge Management & Organizational Learning
- Change Management
- Intellectual Asset Management
- Risk & Scenario Planning
- Organizational Learning

Additional duties relating to management of:

- Outsource and Offshore capabilities
- Translations
- Budget Control

Mincom is the leading enterprise solutions provider for asset intensive industries around the globe. Mincom is a Francisco Partners portfolio company.

*3 recommendations available upon request*

**Pro Bono IT Committee Member at Queensland Emergency Medicine Research Foundation (QEMRF)**

November 2008 - June 2010 (1 year 8 months)

Member of IT Advisory Committee of the Queensland Emergency Medicine Research Foundation (QEMRF), providing pro-bono expertise in Knowledge Management and IT governance.

The Information Technology Committee (ITC) of the Queensland Emergency Medicine Research Foundation oversees and provides guidance on matters pertaining to the use and control of information technology within all QEMRF groups.

The Queensland Emergency Medicine Research Foundation will support research directed at improving the care of patients in Emergency Departments and to develop Emergency Medicine research capacity in Queensland.

**Pro Bono Peer Reviewer at JASIST**

February 2008 - June 2010 (2 years 5 months)

Proudly provided pro bono services as a peer reviewer for the Journal of the American Society for Information Science and Technology

Journal of the American Society for Information Science and Technology (JASIST), a fully refereed scholarly and technical periodical, has been published continuously since 1950.

Edited by Blaise Cronin, JASIST publishes reports of research and development in a wide range of subjects and applications in information science and technology.

**Pro Bono Consultant, Knowledge Management & IT Governance at St. Andrew's Medical Institute**

August 2007 - June 2010 (2 years 11 months)

Proudly provided pro-bono advice and consultation on matters pertaining to Knowledge Management and Information Technology Governance to SAMI officers.

The St Andrew's Medical Institute (SAMI) aims to be a leader in research methodologies and improved patient outcomes. With an active partnership with Visiting Medical Practitioners and a strong relationship with St Andrew's War Memorial Hospital we will pursue links with Australia's leading Universities to

leverage this broad clinical and academic input.

Further, SAMI is actively pursuing Government, Industry and Community support to fund its original research and to assist SAMI in the development of a strong and sustainable future.

### **Director Customer Support Services at Mincom**

2005 - March 2009 (4 years)

Led a multinational team of support and product-maintenance professionals as Regional Support Director (North America) and acting Global Support Director.

Implemented customer satisfaction and retention programs

Initiated targeted ongoing-education efforts including customer self-help tutorials, weekly staff learning sessions, and a customer contextual-feedback program.

Directed metric-improvement processes and knowledge management activities.

Revised support contracts.

*10 recommendations available upon request*

### **Customer Support Manager at StorePerform**

2004 - 2005 (1 year)

Managed global level 1-3 Support and Maintenance team.

Built offshore team to increase capacity and provide extended support coverage.

Implemented initial Knowledge Management processes, and ongoing professional development for support staff.

*2 recommendations available upon request*

### **Customer Support Manager at SandCherry, Inc.**

2004 - 2004 (less than a year)

Founded customer-support department

Designed Customer Service procedures

Implemented Trouble Ticketing System

Implemented Knowledge Management Components

### **Enterprise Customer Support Manager at Baan**

1998 - 2003 (5 years)

Managed international support and consulting team for Africa region.

Acted as situation-manager for customer turnaround projects and Change Agent for Continuous Improvement.

- Implemented in-sourcing to African Region

- Designed and initiated changes to global Target Implementation project methodology to include supportability milestones and activities
- Implemented Kaizen/Lean-Principles Continuous Improvement processes to reduce support costs and improve customer satisfaction, retention, and referceability.
- Directed Knowledge Management activities.

Transferred to USA as Strategic Account ESM and situation manager.

Additionally implemented interdepartmental sales-pipeline process and acted as internal consultant for statistical and risk-management requirements.

Negotiated support contracts

*3 recommendations available upon request*

**Program Manager Mining & Heavy Industrials, Sales Executive, Solutions Architect at Digital Networking Systems / Dimension Data**

1997 - 1999 (2 years)

- Heavy Industrials Champion and Program Management
- Solutions Architect & Sales
- Networking Expert

**Program Manager - Mining, Sales Executive, Solutions Architect at Denel Informatics Networking, Denel Mining**

1994 - 1997 (3 years)

- Mining Program Management
- Solution Designs & Sales

**Networking, Environmentals, & Large Systems CSE at Unisys**

1983 - 1994 (11 years)

- Support & Maintenance of EDP Large Systems
- Network Architecture and Sales
- Environmentals Architecture & Sales
- Software Engineering

*1 recommendation available upon request*

**Avionician at Atlas Aircraft Corp**

1978 - 1983 (5 years)

Instrumentation Avionician, support & maintenance, Instrumentation test & development  
Air-data & autopilot computer systems  
Sense & Control Systems

## Languages

<b>English</b>	(Native or bilingual proficiency)
<b>Afrikaans</b>	(Full professional proficiency)
<b>Dutch</b>	(Elementary proficiency)

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## Certifications

### **Certified Knowledge Manager**

KM Institute      July 2013

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## Projects

### **Activity-Based Knowledge Audit**

June 2012 to August 2012

Members:Matthew Loxton MKM, CKM

The purpose of this paper is to provide Knowledge Management Practitioners with a simplified and activity-based Knowledge Audit process that is focused on identifying must-have or critical knowledge in a for-profit corporate organizational setting. The Knowledge Audit focuses on the critical business objectives specifically in a for-profit environment, but may be applied to other forms of organization with some adaptation. The output of this Knowledge Audit is a set of three distinct inventories of knowledge needs intended to satisfy the recruitment needs of knowledge acquisition, the learning/training needs, and the knowledge base requirements to achieve organizational goals.

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## Test Scores

### **Health Informatics in the cloud**

April 2013 Score:85.9

A non-technical overview of the US health system, federal policies to spur health IT adoption, the core technologies underlying contemporary health IT and their real world applications

Georgia Tech

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## Publications

### **Patient education: The nurse as source of actionable information.**

Medscape Topics in Advanced Practice e-Journal May 1, 2003

Authors: Matthew Loxton MKM, CKM

Use of a simple set of communication rules in accordance with Knowledge Management principles to improve patient outcomes in a healthcare delivery situation

## **A Networking Company's To Phased Automation Implementation In South-African Mining Operations**

Taylor & Francis Group December 1, 1997

Authors: Matthew Loxton MKM, CKM

An exploration of the potential use of commercial off the shelf IT networking products in underground mining environments for telemetry, control, and reporting. Mining automation.

## **Not Your Average Support Center**

AFSMI 2003

Authors: Matthew Loxton MKM, CKM

Deals with the (mis)use of Mean and Arithmetic Average in the measurement of worker and case performance, and discusses the statistical assumptions of Normality required to equate Typicality and Average

## **A simplified integrated critical activity-based knowledge audit template**

Knowledge Management Research & Practice February 4, 2013

Authors: Matthew Loxton MKM, CKM

The purpose of this paper is to provide Knowledge Management Practitioners with a simplified and activity-based Knowledge Audit process that is focused on identifying must-have or critical knowledge in a for-profit corporate organizational setting. The Knowledge Audit focuses on the critical business objectives specifically in a for-profit environment, but may be applied to other forms of organization with some adaptation. The output of this Knowledge Audit is a set of three distinct inventories of knowledge needs intended to satisfy the recruitment needs of knowledge acquisition, the learning/training needs, and the knowledge base requirements to achieve organizational goals.

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## Courses

### **Master of Arts (MA), Knowledge Management**

University of Canberra

Knowledge Management Leadership	5704
Knowledge Management Processes	7671
Knowledge Management Principles	7672
Knowledge Sharing & Communication	7604
Knowledge-Centric Organizations	7668
Information Architecture	7606
Managing the Online Environment	7607

### **KM Learning Program, Knowledge Management**

SkillSoft eLearning

Being a Knowledge Activist	KNOW0105
Training for Business Results	KNOW0301
Knowledge as Capital	KNOW0102

Managing Knowledge Workers	KNOW0104
Putting Knowledge to Work	KNOW0103
The Art of Knowledge Management	KNOW0101
Benchmarking for Best Practices	KNOW0116
Implementing and Evaluating Self-directed Learning	KNOW0114
Knowledge as Strategy: Performance Improvement	KNOW0111
Performance Support	KNOW0115
The Potential of Self-directed Learning	KNOW0113
The Power of the Learning Organization	KNOW0112

**Bachelor of Arts (BA), Philosophy & Logic,  
Information Science**

University of South Africa/Universiteit van Suid-Afrika

PSYCHOLOGY 213	PSY213A
INFORMATION SCIENCE 202	INS202Y
INFORMATION SCIENCE 203	INS2033
PHILOSOPHY AND LOGIC 207	PLS207B
STATISTICS 206	STA206R
PSYCHOLOGY 207	PYC207C
RESEARCH IN SOC SCIENCES 201	RSC201H
PHILOSOPHY AND LOGIC 205	LGC205C
Exploring Information User Science	INS205 5
Info and Com Technique for Info Science	INS208 9
PHILOSOPHY AND LOGIC 302	PLS3029
PHILOSOPHY AND LOGIC 305	LGC305F
PHILOSOPHY AND LOGIC 301	PLS3018
PHILOSOPHY AND LOGIC 303	PLS303A
PHILOSOPHY AND LOGIC 306	PLS306D
Information technology: Computerised information storage	INS301-4
Information Systems and information transfer	INS302-5
Information users	INS303-6
Information retrieval and personal information organization	INS304-8
Research Information Skills	INS306 A
INFORMATION ADMINISTRATION III	IAD3M1Y

**Continuing Education, Health Informatics**

Coursera

Social Epidemiology

Health Informatics in the Cloud

University of Minnesota

Georgia Institute of Tech

## Skills & Expertise

**Knowledge Management**

**Innovation**

**Organizational Effectiveness**

**Organizational Development**

**IT Governance**

**Change Management**

**Learning Management**

**Organizational Learning**

**Management Consulting**

**Business Intelligence**

**Business Analysis**

**Project Management**

**SaaS**

**Cross-functional Team Leadership**

**Team Leadership**

**Performance Management**

**Vendor Management**

**Process Improvement**

**Business Process**

**Talent Management**

**Team Building**

**Training**

**Leadership Development**

**E-Learning**

**Strategic Planning**

**Data Analysis**

**Coaching**

**Employee Engagement**

**Thought Leadership**

**Business Strategy**

**Analysis**

**Enterprise Software**

**Instructional Design**

**Business Process Design**

**Performance Improvement**

**Analytics**

**Cloud Computing**

**ERP**

**SharePoint**

**Information Management**

**Program Management**

**Business Process Improvement**

**Salesforce.com**

**Community of Practice**

**Business Transformation**  
**Big Data**  
**Tenacious**  
**Organizational Behavior**  
**Culture Change**  
**Operations Management**

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## Education

### **Coursera**

Continuing Education, Health Informatics, 2013 - 2013

### **KM Institute**

Certified Knowledge Manager, Knowledge Management, 2013 - 2013

### **Element K (Jabil)**

Knowledge Management & Organizational Learning, Knowledge Management, 2011 - 2012

### **Mincom Management Training**

Diploma of Management, Management, 2009 - 2010

Activities and Societies: AIIA

### **SkillSoft eLearning**

KM Learning Program, Knowledge Management, 2009 - 2009

### **University of Canberra**

Master of Arts (MA), Knowledge Management, 2007 - 2009

*1 recommendation available upon request*

### **University of South Africa/Universiteit van Suid-Afrika**

Bachelor of Arts (BA), Philosophy & Logic, Information Science, 1983 - 2007

### **School of Technical Training**

DipAvn, Avionics, Electronics, Sense & Control Systems, 1978 - 1983

### **Capitol College**

Matriculation, Natural Sciences, 1975 - 1977

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## Interests

Knowledge Management, Human Problem-Solving, Organizational Learning, Organizational Psychology, Neuropsychology, Intellectual Asset Management, Memetics  
Knowledge Management based customer support, Biomimicry, Technomimetics

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## 27 people have recommended Matthew

"Matthew is an esteemed thought leader in the Knowledge Management field. It was my distinct pleasure to work with him as a fellow KM subject matter expert. Matthew brought a wealth of expertise to WBB along with a continued emphasis on process improvement, innovation, and drive to grow WBB's KM capabilities. I highly recommend Matthew for any KM (or similar) role commensurate with his extensive occupational and academic background."

— **Christopher Deville, Ph.D.**, *Knowledge Management Analyst, Whitney, Bradley, & Brown, Inc.*, worked directly with Matthew at WBB

"I have been associated with Matthew Loxton in a variety of professional discussion groups for a couple of years, and always found him to be thoughtful and insightful. He has a very nice way of teasing out important information and connections. I've learned a great deal from him about structure, taxonomy, and knowledge. His wide and varied experience has also contributed to multi-cultural understanding. He has been patient and calm under adversity, and is clearly a good person to have on one's team when the going gets tough and the questions are hard. Please feel free to let me know if you have questions or need more information."

— **Marc Brenman**, *Principal, Social Justice Consultancy*, was with another company when working with Matthew at Independent Contractor: Knowledge Management

"Matthew's expertise in knowledge management & organisational learning is exemplary in my opinion. Matthew gave the Finance team I worked with some guidance around setting up a community of practice which was very valuable in terms of its detail but also in its practical application. Matthew has great personal skills and was completely engaging & charming with the result that he made a big impression on our team, but I dare say he has the ability to do this with almost every team he works with."

— **Stuart Lees**, *Finance Transformation Team, Specialist, Jabil*, worked with Matthew at Jabil

"I had the pleasure of working with Matthew at Jabil. Matthew's attention to detail and years of expertise in his field were major contributing factors to the success of our service supply chain. Matthew has acquired a mastery of Knowledge Management that is invaluable to any organization, as is his ability to leverage this in a manner that increases the efficiency and effectiveness of a company's business processes. I highly recommend Matthew, and look forward to working with him again.."

— **Dermot O'Doherty**, *Senior Director, Jabil*, worked with Matthew at Jabil

"I had the pleasure of reporting to Matthew in Jabil. Matthew is a great boss to work with. He's very understanding and accomodating. He never created a problem when I had to attend to family problems. On the work front, he's always thinking about the next issue that may crop up or about the solution to another problem. I never had a dull moment working with him. He always kept me on my toes with the right and interesting work. And if I dared say that I am bored, then there would be more work:-) At first I was a bit concerned about working with a boss who was at a different location and a different time zone. But soon my worries dissolved as we worked through Skype and web conferences. I would love to work with him in the future."

— **Swapna Shirwalkar**, *Technical Writer, Jabil*, reported to Matthew at Jabil

"I worked for Matthew for about 9 months at Jabil and found him to be not only extremely intelligent but also an excellent manager. Matthew has a good management style of not micro-managing yet providing plenty of support and help when needed. I appreciated and respected that he gave me authority to do what I needed to do but was always willing to step in and back me up if needed. I would definitely recommend Matthew as a manager and would love to work with him again sometime!"

— **Jerrilyn Stringer**, *Business Analyst, Jabil*, reported to Matthew at Jabil

"Matthew took on a new and challenging role in Jabil Aftermarket Services to broaden peoples mindsets to utilise the experience we have gained and promote that knowledge, and also to bring in bext practices in knowledge management. He succeeded in getting an IT/Engineering led business to start sharing information across our worldwide structure, and also improve our problem solving approaches. Matthew brings a lot of experience, and is a good analytical problem solver, as well as being a team player. In his role as Director and people manager, he was respected and effective at managing his various projects. I personally enjoyed working with Matthew and would do so again in the future if the opportunity or market arose."

— **Mark Runswick**, *Senior Business Systems Analyst, Jabil*, worked directly with Matthew at Jabil

"I had the pleasure of working with Matthew in his role of Global Director, Knowledge Management & Change Management at Mincom. We built a strong relationship working together to develop a highly cost efficient framework for blended delivery incorporating eLearning technology. The success of the program was measured by the staff development within the organisation, the transition of their learning to the workplace and the return on investment. The partnership formed between Sunshine Coast TAFE and Mincom was a huge success and enabled both parties to contribute to the program, share their expertise and customise a program to suit the organisations' individual needs."

— **Lynne Stephens**, *Manager Centre for Leadership Strategies, Sunshine Coast TAFE*, was a consultant or contractor to Matthew at Mincom

"Matthew has been outstanding to work with as a partner in providing great leadership to roll out a successful eLearning program. His dedication and drive to success allowed us to ensure that the program not only brought ROI to Mincom but gave the participants the tools and resources to succeed in thier daily business life."

— **Jill Price**, *Queensland State Manager, SkillSoft Corporation*, was a consultant or contractor to Matthew at Mincom

"Matthew is a very experienced IT Professional. He has worked at all levels of IT and is an valuable senior manager."

— **Ian Gillott**, *Director Defence Solutions, Mincom*, worked directly with Matthew at Mincom

"I had the pleasure of working with Matthew while at Mincom. I found Matthew to be a very accomplished professional with highly productive leadership skills. His dedication to customer care sets him apart. He possesses excellent skills in solving customer problems while turning the situation into a win-win for the client as well as his own company. He has a great passion for his job, continually updates his skill set and it shows through in the exceptional quality of his work. I highly recommend Matthew for his professional ability along with the value of his management skills."

— **Daryl Lynch**, *Global Account Manager, Mincom, Inc.*, worked with Matthew at Mincom

"I had the pleasure of working with Matthew at Mincom from 2005-2008, where he headed up the Customer Support Services organization for our North American operation. As such, he was instrumental in improving overall customer satisfaction and building customer referenceability through a combination of marketing and support efforts: including monthly on-line tutorials, designed to educate customers on how best to achieve continual operational improvement while reducing the cost and complexity of change. He and his team provided frequent and timely access to knowledge gained from numerous global implementations which enabled many customers to achieve operational excellence. I found Matthew to be an open and effective leader, able to challenge, motivate and inspire his direct reports as well as his colleagues and customers. He is forward thinking, leads by example and is able to effectively communicate complex concepts with a diverse audience. I really enjoyed working with Matthew and would work with him again if I had the chance."

— **Pam Warren**, *VP Marketing North America, Mincom*, worked with Matthew at Mincom

"Matthew is very sharp, able to quickly analyze a problem and identify solutions. He was well respected by his team and customers for managing issues to successful resolution. He has a can-do attitude and is always looking for opportunities to improve."

— **Peter Bronk**, *IT Operations Manager - Managed Services, Mincom*, worked with Matthew at Mincom

"I recommend Matthew Loxton because he was a great leader. I learned a great deal from Matthew. I learned about customer relationships and team work from Matthew. And, the most important thing I learned from Matthew was how to bring out the best in people. He mentored me while in my middle management role reporting to him. Matthew always had a kind and wise advise for me and my team mates. As a result, myself and all the staff reporting me, were much more effective and productive. I would definitely work for Matthew again, if I had the opportunity."

— **Ana Yacaman**, *Support Manager, Mincom*, reported to Matthew at Mincom

"As a Project Manager I partnered with Matthew on several occasions, requesting his team support for both new and existing clients. He was always professional and willing to assist, even when his 'slate was full'. His technical knowledge, experience, management ability and personality would be a benefit to any organization."

— **Terry Burgess**, *Project Management, Mincom Inc*, worked indirectly for Matthew at Mincom

"I had the opportunity to meet Matthew while he worked in the Mincom Denver office. His efforts within the Customer Support arena had very noticeable, positive results. In my opinion, the improvements Matthew championed at Mincom represented a positive cultural shift, and exemplifies his abilities in Process Improvement and Change Management. Matthew would be an asset to any organization because his personal nature is to always seek out new ideas and educational opportunities related to his career interests."

— **Dwight Maddox**, *Manager IT Systems and Operations, Transit Authority of River City (TARC)*, was with another company when working with Matthew at Mincom

"Matthew is good to deal with, and has a frank and open manner that makes it a pleasure to do so. He has a genuine passion for his chosen field which makes him an interesting and engaging client to deal with."

— **Mike Page**, *VP Software Development, PT Mitrais*, was a consultant or contractor to Matthew at Mincom

"Matthew has been very instrumental in streamlining the customer support services across the global support teams in Australia, India, North America etc. He is very good at understanding existing processes, identifying gaps, proposing smart solutions. It was a pleasure working with Matthew and would strongly recommend him for any process improvements, taking customer support to the next level"

— **Sarat Vatti**, *AVP - Global Delivery, ValueLabs*, was a consultant or contractor to Matthew at Mincom

"As the Director of Software Support at Mincom in Denver, Matthew Loxton was an empowering mentor who contributed to my success as a manager in his organization. His guidance was invaluable to me and my team. He is an advocate for knowledge management and used his enthusiasm to drive improvements both in the Denver office and in the corporate office in Brisbane, Australia. Matthew is a highly intelligent individual who invests himself in the improvement of an organization and its customer relations."

— **Ginger Wells**, *Domain Manager HRPF, Mincom*, reported to Matthew at Mincom

"Matthew is a very forward-thinking person who innovates new ways of increasing productivity and efficiency. He has a talent of mixing humor in with his presentations to make his ideas more relateable to the lives of his followers."

— **Greg Krason**, *Software Architect, Business Intelligence, Mincom*, reported to Matthew at Mincom

"Matthew had a genuine concern for his staff yet still managed the team appropriately. He was a mentor and a leader and it would be an honor to report directly to him again given the opportunity."

— **Roger Holloway**, *Support team lead, StorePerform Technologies*, reported to Matthew at StorePerform

"Matthew and I worked with each other in a very intense startup environment, serving demanding customers like Sears, Best Buy, Lowe's, JCPenney and many others. Matthew is calm and collected in the worst of situations. He is very conscientious, constantly looking for improvement and organizational learning."

— **Shawn Davison**, *CTO, StorePerform Technologies*, managed Matthew at StorePerform

"Matthew always had a passion for the customer, yet always being conscientious of balancing the company's needs as well. He was always looking out for the customer and being proactive in suggesting and implementing ways that could improve our relationship for both customer and Baan, SSA & Invensys. A proven "stand alone" person who needs little direction or oversight from management. Matthew facilitated the escalation team, ensuring that all sides understood the customer and company challenges, helping follow up on status and commitments, and finally staying with the customer to ensure closure and a satisfied customer. I recommend Matthew as a Support Manager and would enjoy working with him should our paths cross again."'"

— **Diane Huffman**, *Enterprise Support Manager (ESM, Baan, Invensys, SSA Global (a/k/a Infor Global Solutions, Inc.)),* worked directly with Matthew at Baan

"Matthew is the ideal Support Manager. He is very focused on customer satisfaction, and, whilst fully understanding of technical constraints, could easily recognise an excuse for what it was and work his way round it. He has a great 'can do' attitude, and was a key member of my team. I would happily work with him again."

— **Gordon Robinson**, *Support Director, baan*, managed Matthew at Baan

"Matthew has an unshakable interest in technology and its trends and is infectious and totally committed to his activities. These are some of the number of reasons that I and my colleagues enjoyed working with him. His approach to solving problems is very personable, focussed and hands-on and he is always inquisitive and looking for alternative potential solutions with an empathy for his customers whilst being mindful of the need to drive revenues. Don't underestimate his drive and ambition when it comes to a challenge"

— **Eddie Greatrex**, *Senior Director, Business Management, Baan*, managed Matthew indirectly at Baan

"Some of the installations we had to plan and implement within extremely tight conditions and requirements, with regard to complexity, Time-constraint and financial constraints - Working with Matthew on these Projects were a valuable source of encouragement and his willingness to work way beyond the limits of the Job-Description, always going the extra mile and never scared to roll up his sleeves and get his hands dirty, made the projects consistently warp up on time, within budget and with a happy customer too. I remember specifically SEBO, Mmabatho."

— **Ronnie Forrester**, *Facility Planner, Unisys*, worked with Matthew at Unisys/Unidata

"Matthew was an innovative and enthusiastic Knowledge Management post-graduate student at the University of Canberra. He continues to inquire and contribute to knowledge in this field."

— **Dr Sally Burford**, *Senior Lecturer in Internet Communication, University of Canberra*, taught Matthew at University of Canberra

[Contact Matthew on LinkedIn](#)