







Markiyan Malko

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Experience

Senior Product Manager

Merchant Warehouse, LLC

March, 2012 - Present

Boston, MA

- Established and implemented the product management function as a first class citizen and installed a lean methodology for product delivery.
- Teamed with the CEO to conceptualize the Genius platform, a customer engagement platform that will be the flagship product for the company going forward.
- Manage the product/feature intake and management process and prioritize the backlog that feeds the product roadmap.
- Work with cross functional teams from marketing, sales, technology and operations to deliver a successful release of new products and features.
- Manage the product feedback and metrics processes, including reporting the results to the executive management team.

Genius Platform

- Designed and built the proof of concept, including the UI/UX, backend systems, and user portal.
- Manage offshore development teams in India and Ireland to complete the go to market product and all ongoing enhancements.
- Work with third platform providers like ISIS, LevelUp, Paypal and Visa to add their payment and offer services to the Genius Platform.
- Designed the Genius API, created documentation, and worked with the implementation team to complete 30+ integrations from point of sale systems within the first year.

Product / Program Manager

Merchant Warehouse, LLC

March, 2007 - March, 2012

Boston, MA

Payment Platforms

- Created Transport, an enabling technology platform that offloads payment processing functionality from point of sale and eCommerce systems.
 - As product owner, executed the full product life cycle for all versions of Transport, including development, beta, release and bug/enhancement management.
 - Designed and coded the first version of the web application using ASP.NET/C#/MSSQL.
 - Created the API and documentation, as well as worked with the implementation team to completed 120+ integrations to point of sale systems, shopping carts, and web based business applications.

Mobile

- Conceptualized, developed and released the first mobile payment application in the Apple AppStore (Merchantware Mobile) which is now known as Genius EX.

- Extended Merchantware Mobile application to Android, Blackberry, and Windows Mobile platforms.
- Added the ability to swipe credit cards using an encrypted card reader well ahead of other top providers.
- Managed third party development relationship with team in Russia (Microsoft certified partner).

Core Services

- Maintained the feature set of all gateway related services including the Merchantware gateway, APIs, integrations, and virtual terminal.
- Maintained leading edge for our products by providing new features like tokenization and point to point encryption ahead of competitors and before they became industry best practices.

Compliance

- Responsible for completing and maintaining PCI DSS certification.
- Completed PA DSS certifications for Transport.Client and Transport.Web.

Senior Technical Support Representative

March, 2004 - February, 2007

Merchant Warehouse, LLC

Boston, MA

- Downloaded and deployed credit card processing hardware and software to businesses.
- Provided tier 2 technical support for payment processing software and web portal.

CSR 3

Sept, 2001 - March, 2004

Labor Ready / True Blue Inc

Quincy, MA

- Ran the day to day office functions.
- Fulfilled and dispatched new work assignments.
- Responsible for paying out temporary laborers.

Education

Master of Business Administration (MBA)

Expected 2016

Curry College

Milton, MA

Computer Science Bachelor Degree (BCOS)

June, 2009

Wentworth Institute of Technology

Boston, MA

Skills, Interests & Misc

Skills » HTML, CSS, JavaScript/JQuery, C#, ASP.NET, SQL, Rapid Prototyping, Solution Design, Documentation, Web Services, PCI DSS

Interests » Lean, Technology, APIs, User Experience, Mobile, Web Development, Design, Bootstrap, Product Lifecycle

Misc » Certified Payment Professional (CPP), Patent (61/787,176), Patent (61/568,864), Patent (61/717,794)