



# Dean Didion

Servant Leader with a passion for mentoring and developing high-performing teams



## CONTACT

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## SKILLS

Leadership & Team Mgmt



Technical Proficiency



Communication/Interpersonal



Project Mgmt



Strategic planning



## LANGUAGES

- C2 English
- C2 German
- A2 Esperanto

## EDUCATION

- 1998-2006 BSc (Hons) Comp.&IT  
Open University
- 1994-1996 staatliche geprüfter  
Maschinenbautechniker  
Technikerschule  
Stadthagen
- 1994-1996 Fachabitur  
Technikerschule  
Stadthagen
- 1987-1988 Instrument Technician  
School of Electrical and  
Mechanical Engineers,  
REME

## INTERESTS

- Rowing
- Cycling
- Yoga

## PROFILE

Summary: Highly experienced servant leader with a proven track record in driving successful fintech product delivery. Possessing a deep understanding of agile methodologies and a passion for fostering high-performing teams, I excel at bridging the gap between technology and product. With a strong focus on stakeholder management and continuous improvement, I deliver exceptional results in complex, fast-paced environments.

## KEY SKILLS

- Delivery Management
- FinTech Product Development
- Stakeholder Management
- Agile Methodologies and Frameworks; Scrum, Kanban, Hybrid, TDD, BDD
- Cross-functional Collaboration
- Project management; Prince2, PMP, QM-A, QM-B, QM-F
- Cross-Cultural Collaboration
- Problem-solving and Decision Making
- Leadership and Team Building

## EXPERIENCE

*CEO | Sure Stride | Jan2024- present*

Founder of Sure Stride, leading Agile coaching firm. Developing innovative methodologies, delivering tailored training, driving client success.

*CTO | Lifescience Technology LTD | Jan2024- Apr2024*

I spearheaded a startup endeavor, overseeing the establishment and recruitment of engineering teams in both Singapore and the UK. I actively mentored engineers, cultivating their skills and fostering a culture of high performance to ensure the formation of exceptional teams.

*Engineering Manager | Payoneer GmbH | May2021- Oct2023*

Led greenfield startup projects, assemble high-performing teams, and ensure seamless onboarding for new members. Drive professional growth through tailored development plans, conduct agile workshops for cross-departmental collaboration, and adapt methodologies for optimized outcomes. Mentor individuals in line with agile principles to empower their potential.

*Head of Customer Support | ViscoTec GmbH | May2019-Nov2020*

Led the definition and implementation of a new business unit encompassing four departments, demonstrating strong leadership and project management skills. Implemented process improvements to streamline customer support operations, resulting in 35% increase in customer satisfaction. Effectively managed relationships with key stakeholders across various departments, ensuring alignment and buy-in for the new business unit.

*Head of Global Installations & Qualifications | Belimed | Apr2017-May2019*

Spearheaded the establishment of a global service network for a pharma sterile processing company, demonstrating strong project management and leadership skills. Successfully built and led high-performing installation and qualification teams across multiple countries. Implemented process optimization initiatives, resulting in a 20% reduction in installation time and 70% increase in customer satisfaction

*Tech. Project Manager, Software Engr. | G&D | Sept2000-March2016*

Spearheaded the setup of international satellite EMV card processing sites, demonstrating exceptional project management and technical expertise. Successfully led cross-functional teams through all project phases, from conceptualization to implementation. Recruited, onboarded, and mentored high-performing software engineers. Designed and implemented innovative solutions to optimize card processing efficiency and security.

*NCO. | Royal Electrical Mechanical Engineers | Sept 1986-Oct 1994*

Demonstrated leadership and decision-making skills as an NCO, guiding and supervising junior personnel in high-pressure situations; Desert Storm, KFOR