

MATĚJ MACHALA

BUSINESS DEVELOPMENT MANAGER

PEOPLE OF ZELENKA

Matěj joined our team less than three years ago. Daniela, the head of our English department, noticed his enthusiasm immediately. She notes he **"quickly showed he knows how to speak with clients,"** which predestined him for his future role – he soon moved on into sales, where he still draws from his project management experience today.

But let's have Matěj speak for himself!

***"Where there's a will,
there's a way."***

Matěj, what was your biggest pleasant surprise after arriving here... and what's been the most work?

I was most surprised at how all my workmates were and still are helpful, positive, and caring in every respect and never lose their optimism even in the most demanding moments. Sometimes I'll ask about what someone's already told me, and I've never been sent off with the words "You ought to know that already!"

I think the hardest was plugging away at my time management. As a PM and on the sales team, I have to handle multiple tasks at once, keep an overview of orders in progress, be ready to jump among things without getting lost. Today, I think, I manage this pretty well. :-)

What was your path through the company in terms of positions?

Ironically, the first change happened right in the interview chair. :-) I was applying at the time to be a project manager in the Czech department, but the way things turned out, I ended up in the English department, where I could better use and develop my English.

After about two years, I longed for a change and switched into sales for both the Czech and English departments. I kept project activities as a "side job" only.

What types of orders do you enjoy the most?

I enjoy it when a client has had a bad experience with past suppliers and we show them that translations and the language services around them can be high-quality after all. Usually, all it takes is to attentively listen to the client, and then through cooperation we bring the project to a successful conclusion.

This often includes telling clients about our processes and the extra value we can offer, like the creation and management of a terminology list. Our goal is simply for customers to know they can rely on us 100%.

Is there something you can remember as your biggest moment of joy here?

It's hard to choose just one... I enjoy it when my teammates and I successfully complete a complex project or resolve a tricky situation to the client's satisfaction. Or when we improve a company process that then helps other people at ZELENKA. I'm pleased to save other people's time and make our work more efficient.

What was the most challenging problem you faced, but eventually managed to resolve?

I recall one large translation project from English into Polish. It was a several-month project, and what's more, it required working with a CAT tool that far from everyone is familiar with. This significantly reduced the pool of suitable vendors.

For the first time, I got to try planning a large-scale project and coordinating the work of several people. Five translators and one proofreader worked intensively on the project for four months. Besides managing six people and delivering sections as they arrived, I also discussed the terminology list with the client and handled the final document checks. I'll admit it was quite a tough nut to crack at times, but we managed to bring it all to the finish line together.

Do you have a credo you go by?

"Where there's a will, there's a way." I believe when people are willing to overcome obstacles and communicate openly, they'll always succeed.

What is your greatest passion – what do you enjoy? Either at work or outside of it. Your hobbies, your own projects, etc.

Besides gaming on my PC and watching TV shows, I have several other hobbies. I read a lot of books – especially crime novels. If I can make a recommendation to fans of this genre, then: go for books by Chris Carter! I really enjoy playing chess and other board games. During the summer season, I go "calm down" at my second job as a security guard for music concerts and festivals. You might be surprised to hear it, but this work really lets me relax and clear my head.

