

Key Attributes

- Strong practical IT Project Management skills, developed through experience in a variety of roles and domains: Project Management, Business Analysis, engineering and technical product sales/distribution.
- Skilled at identifying business requirements and mapping them to project scope, deliverables, timelines, budget and resource availability in order to deliver on-time and on-budget.
- Demonstrated ability to provide an exceptional level of customer satisfaction. Experienced at dealing with very demanding customers and successfully meeting or exceeding their expectations.
- Meticulous attention to detail and follow-through to ensure all expectations have been met.
- Demonstrated skills in working collaboratively with multiple functional areas and bridging between organizational units with different goals and expectations in order to achieve overall objectives.
- Excellent oral communications ability, both one-on-one and speaking to a group, complemented by strong written communications skills. Fully fluent in English (mother tongue); conversationally fluent in French (spent 4 years living and working in France).
- Experienced at using powers of critical observation to identify hidden or emerging patterns, then assessing potential risks or opportunities these present.
- Strong problem solving skills including research into root causes, analysis of process failure points and design/implementation of solutions. Experience in Six Sigma and Lean methodologies.
- Well developed interpersonal and relationship building skills such as: active listening, patience, conflict resolution, consensus building and coaching/mentoring.
- Expert knowledge in the use of Microsoft Office tools: Word, Excel, PowerPoint, Visio and Project.
- “Do what it takes” attitude with a strong sense of dedication and personal responsibility.
- Always willing to “go the extra mile” to see a job through to a successful conclusion.

Skills and Strengths:

IT PROJECT MANAGEMENT AND SOFTWARE DEVELOPMENT:

- Experience with a wide range of IT projects: small-scale software implementations, enterprise wide, global-scale software implementations, enterprise-level software development product release life-cycle. Clients for these projects ranged from internal business users to large external customers.
- Managing project scope, changes, deliverables, risk, quality, costs and issue resolution. Documenting compliance within highly regulated fields such as pharmaceutical and aerospace industries.
- Software development and business analysis experience: requirements gathering, performing as-is/to-be process improvement exercises with business users, preparing feasibility studies.

ISSUE MANAGEMENT AND PROBLEM SOLVING:

- Resolving issues raised by internal and external customers: software bugs, product defects, implementing Change Requests to update functionality as business needs evolve, expediting deliverables.
- Strong problem solving skills from engineering background in aerospace industry.

STAKEHOLDER INTERACTIONS AND PROJECT COMMUNICATIONS:

- Direct contact with internal business users and external customers to gather requirements, define solutions and create implementation project plan, then providing timely communication of project status.
- Managed a Customer Care group (4 CSRs and 5 Tech Support) handling orders for engineered products. Frequent direct interactions with customers to resolve escalations of order issues or warranty claims.

Relevant Recent Experience**E2open, Inc. – Foster City, CA – May 2011 to present (*Supply Chain Management SaaS Solutions*)*****Program Director – 2011 to present***

Responsible for managing Supply Chain Process Management SaaS (*Software as a Service*) solution delivery, providing quick Time-To-Value deployment cycles and process improvements through a solution enabling "Management by Exception". As part of the Professional Services team, involved in all aspects of solution delivery to a customer. Role requires achieving high customer satisfaction by ensuring project delivery on-time and on-budget.

Desire2Learn Incorporated – Kitchener, ON – 2007-2009 (*Enterprise Class e-Learning Software*)***Program Manager, LE Product Team – 2008 to 2009***

Dual role, combining Project Management (mixed Waterfall/Agile environment) of software development projects within the LE (Learning Environment) Product Team with personnel management of direct reports including: 6 software developers, 2 Product Designer/Business Analysts and 4 Software Quality Assurance Analysts.

Additionally responsible for Project Management of the on-going development and maintenance of a customized add-on software package for a key client. Weekly direct contact with client for status calls, gathering new requirements, addressing software bugs and scheduling software deployments. Scheduled resources within the LE Product Team to develop and test customizations, and planned Deployment Services resource scheduling via their Resource Manager.

Client Project Manager, Professional Services Organization – 2007 to 2008

Project Management of client initiated software implementation, upgrade and integration projects. Responsible for ensuring timely project execution and budget control through the application of recognized "best practice" Project Management methodologies and tools.

Aventis Pasteur Canada – Toronto, ON – 1996-2004 (*Pharmaceutical Industry: Vaccines*)***Project Manager, IT Department – 1999 to 2004***

Project Manager for a corporate Electronic Document Management System (EDMS) platform implementation. Relocated to France for 4 years in order to lead a global team (15+ people from France, Canada and USA). Project Management activities including leadership, planning, reporting, presentation and facilitation. Further responsibilities included management of System Change Control, Organizational Change Management and Quality Management processes and documentation.

Senior Analyst, IT Department – 1996 to 1999

Provided IT support to internal customers and processes, performing business systems analysis and Business Process Improvement facilitation through to post-implementation user support and troubleshooting during an SAP implementation project.

ASCO Valve Limited – Brantford, ON – 2004-2006 (*Engineered Products: Solenoid Valves*)***Manager, Customer Care and eBusiness – 2004 to 2006***

Managed the Fluid Control Products (FCP) Inside Sales/Customer Service department with direct reports including 4 Customer Service Representatives and 5 Inside Sales Technicians. Responsible for Project Management of external web development vendor for customer-only extranet, including implementation of eCommerce functions (e.g. on-line ordering, RMA request processing, stock availability check, etc).

Education and Professional Development

UNIVERSITY OF TORONTO – FACULTY OF APPLIED SCIENCE AND ENGINEERING

Bachelor of Applied Science and Engineering (B.A.Sc.) degree - Engineering Science program, Aerospace major

Licensed P.Eng. (Professional Engineer) registered with PEO (Professional Engineers Ontario)

Professional development activities – Attended company in-house training, external seminars and workshops in: Project Management, Supervisory Skills, Solution Selling, Lean and Six Sigma methodologies, SAP configuration and functional training. Have initiated studies for PMP exam.

Activities Outside of Professional Domains

- Active within the Social Media (blogging, podcasting, Facebook, Twitter, etc) community
- Volunteer member of the PodCamp Toronto Organizing Committee, working as Financial Coordinator and Facilities Liaison