

Rob Lee

Program Director at E2open

Summary

Experience in a broad variety of roles and industries:

- Senior Project Manager (applied Social Media services and consulting)
- Program Manager, LE [Learning Environment] (eLearning Software)
- Client Project Manager, Professional Services Organization (eLearning Software)
- Manager, Customer Care and eBusiness (solenoid valves)
- IT Project Manager (pharmaceuticals)
- Senior Business Systems Analyst (pharmaceuticals)
- Programmer/Analyst (consumer food products)
- Aerodynamics Engineer (commercial aircraft & helicopters)

Specialties

Customer relationship management, supervisory/personnel management, project management

Experience

Program Director at E2open

May 2011 - Present (1 month)

- Supply Chain Process Management SaaS solution delivery, providing quick Time-To-Value deployment cycles and process improvements through a solution enabling "Management by Exception"
- Direct responsibility for all solution delivery to a customer
- Delivering high customer satisfaction by ensuring project delivery on-time and on-budget

Financial Coordinator at PodCamp Toronto

November 2007 - Present (3 years 7 months)

PodCamp Toronto (<http://www.podcamptoronto.org>) is a non-profit community UnConference that brings together individuals and organizations involved in the new media and social networking space.

PodCamps have sprung up across the world, based on the model of the original PodCamp held in Boston, MA -- see <http://www.podcamp.org> for more information on PodCamps.

Active as the volunteer Financial Coordinator on the Organizing Committee of PodCamp Toronto for the 2008-2010 events which have all been held in February at the Rogers Communications

Centre at Ryerson University. Was responsible for: invoicing sponsors for their donations; receiving sponsor payments via PayPal and cheque; managing and reconciling the bank account; issuing payments/reimbursements for expenses.

2 recommendations available upon request

Senior Project Manager at Social Media Group

2010 - March 2010 (less than a year)

A broadly scoped Project Management role within a small start-up company. Responsibilities included: Leadership and Management; Teamwork; Client Management; Scope creation and Financial Management.

Program Manager, LE (Learning Environment) at Desire2Learn

September 2008 - November 2009 (1 year 3 months)

Responsible for managing the LE (Learning Environment) software development team within the Product Development department.

3 recommendations available upon request

Client Project Manager, Professional Services Organization at Desire2Learn Inc.

June 2007 - September 2008 (1 year 4 months)

Responsible for Project Management activities related to Client initiated projects (new client implementations, application integrations, upgrades, etc) within the Professional Services Organization (PSO) at Desire2Learn Inc.

1 recommendation available upon request

Manager, Customer Care and eBusiness at ASCO Valve Canada

May 2004 - August 2006 (2 years 4 months)

Management team member, responsible for Inside Sales department. Supervision of Customer Service and Tech Support groups. Responsible for company's customer extranet site, providing eBusiness functions to registered customers.

IT Project Manager at Aventis Pasteur Canada

May 1999 - January 2004 (4 years 9 months)

Project Manager in IT department; responsible for Project Management activities for implementing an Electronic Document Management System (EDMS) using a Documentum based globally distributed client-server architecture. Spent 4 years living and working at parent company's headquarters in Lyon, France coordinating project activities at three sites (France, Canada and US). Bilingual English/French working environment.

1 recommendation available upon request

Education

University of Toronto

B.A.Sc., Engineering Science (Aerospace option), 1974 - 1979

Interests

podcasting, audio production, new media, science and technology, motorsports

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7 people have recommended Rob

"Rob and I were on the PodCamp Toronto 2010 organizing committee together which Rob was a valuable member as finance coordinator for 3 years. Rob regularly kept our team updated on all of the event's financial details from receipt of sponsorship money to expenses and helped to ensure that all critical dates were met and under budget. Rob's top notch record keeping and assurance that no stone was left unturned had a direct, positive impact on the success of PodCamp Toronto 2010. As well as preventing potential roadblocks for future events. Rob is a dedicated and respected member in the podcasting community and it was a pleasure working with him."

— **Daniele Rossi**, *Web designer and illustrator, sole-proprietorship*, worked directly with Rob at PodCamp Toronto

"Rob did an incredible job as Financial Chair of the PodCamp Toronto 2008 organizing team. Using his excellent project management skills, Rob established a financial and administrative framework for PodCamp Toronto while keeping finances on track and helped set a foundation for future PodCamp Toronto events as well. Rob was a pleasure to work with and a consummate professional. I would jump at the chance to work with again and recommend him highly. We were fortunate to have him on the team."

— **Eden Spodek**, *Co-organizer, PodCamp Toronto*, worked directly with Rob at PodCamp Toronto 2008

"Our experiences working with Rob were excellent. He was our project manager and primary point of contact on many issues and ongoing business matters at Desire2Learn for most of 2009. I have only positive things to say about the quality of the service we received from Rob. He is forthright, open, and worked very hard to make sure he understood OUR needs and speak directly to them, and was very good at doing what he said he would do in the timeframe promised, and communicating along the way. At every point, we felt like our sense of urgency became his sense of urgency, our pains became his pains, and we always felt that he was very genuinely vested in our success. I highly recommend Rob for any role that seems to be a reasonable match for his skills. It was very quickly apparent that he is an intelligent professional with a good work ethic, and we were very sorry to lose him as a primary point of contact. I would gladly work with Rob again! He provides a great combination of character, skill, results, and really strong customer relationship skills."

— **Eric Geotas**, was Rob's client

"Rob came on board a project we were working on that was already underway. We as their client had concerns about the project because the timing of the transition however, we overcame those concerns as Rob demonstrated leadership in keeping our project going and was highly responsive to our concerns. Rob was attentive to our needs, detailed in his work and maintained a professional attitude. I enjoyed working with Rob and came to rely on him as a partner on our projects. It would be a pleasure to work with Rob again."

— **John Phan**, *Project Manager - Learning Management System, Pearson*, was with another company when working with Rob at Desire2Learn

"Working with Rob allowed for transparent problem resolution, and a productive work environment whereby often complex discussion resulted in workable action items, that invariably arrived on time and on spec. Rob was delivered scoped work to high standards time and time again. I recommend Rob with no reservation whatsoever."

— **Paul Thomason, MBA, PMP**, was Rob's client

"I've had the good fortune of working with Rob at Desire2Learn during which we both had two different job roles. Rob always strives to find common ground that allows him to connect with and engage people. His negotiation skills give him an uncanny ability to find solutions that all parties can agree to. We first worked together in the Professional Services Organization at Desire2Learn. Rob's project management experience and amicable personality allowed him to hit the ground running and provide instant results. During the busiest period the Professional Services Organization has ever faced, Rob's attention to detail and leadership skills ensured the projects he was responsible for finished on time, on budget and with the clients and internal staff extremely satisfied. His technical abilities made him effortless to work with as he caught onto the technical needs of projects very quickly. Rob and I also worked together in the Product Development Organization at Desire2Learn. We would collaborate on schedules for builds and deployments, release timelines and product scope. He was organized, professional and kept his team successful while ensuring all teams throughout the company agreed on product schedules."

— **Archie Watson**, *Deployment Team Lead, Desire2Learn*, worked with Rob at Desire2Learn Inc.

"I very much enjoyed working with Rob. I could always depend on Rob to keep the group focused. While we had fun working together, Rob always held up his end as far as workload and then some. He was also very professional. He brings to the table both Engineering and IT skills. An awesome combination."

— **Matthew Tolan, C.P.M.**, *Purchasing Director, Sanofi Pasteur*, worked directly with Rob at Aventis Pasteur Canada

[Contact Rob on LinkedIn](#)