

# Resume

Bryan Campbell

PgMP, PMP, PMI-ACP, CSM, ITIL, EXIN ASM, LSSGB, Scum@Scale  
*B.A (Economics), MBA (Technology Management)*

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Array

## Professional Summary

An accomplished Information Technology (IT) professional with 20 years of hands on Agile project management experience. Extensive experience working with large enterprises on Agile Transformation initiatives applying a range of effective techniques to increase business value throughput.

Direct experience creating organizational structures, hiring and managing staff, establishing objectives and provisioning performance reviews from Directors to individual contributors. Experience within several disciplines of IT including Enterprise Architecture, Software Development, Application Support, Data Centers, Account Management, Vendor Management and contract negotiations. Experience managing Profit and Loss, Budgets and defining Strategic objectives to ensure profitable and scalable organizations.

February 2015 – Current

## 7 C's Consulting

President

Project and Program Management consulting and training. Specializing in Agile transformation, large scale enterprise technical implementations and training certifications in ITIL,

PMP, PgMP, PMI-ACP and LSSGB.

## **Accomplishments**

- Developed course content for PMP 6th edition along with narration, case studies, exercises and practice exam questions
- Developed course content for PMI-ACP along with case studies, exercises and practice exam questions
- Delivered PMP, PgMP, ITIL and PMI-ACP courses around the world
- Developed practice to develop consulting opportunities from training engagements

Mar 2018 – Current

## **ExxonMobil Inc.**

Agile Transformation Coach

- Part of the Enterprise Transformation team within the ExxonMobil IT organization with more than 9,000 employees to introduce Agile mindset and practices.
- Transformation Coach for IT Strategy and Architecture Capability that includes Innovation Lab and Digital Ventures teams. Developed custom Transformation approach that supported Lean Startup and Agile practices based on the Cynefin decision domain framework. “Gamified” agile skills development using achievements for core learning areas like Value Pathfinder (product definition, value measurement, value stream mapping), The Visualizer (One Prioritized backlog, Single intake mechanism, Visualize work), Master of Ceremonies (Scrum and Kanban practices) and a number of others.
- Worked with IoT, AI/ML, Data Science and Connected Worker teams to develop hypothesis based backlogs emphasizing learning goals, feedback loops and telemetry for leading indicators and business outcomes.

- Worked with IT Executive leadership on developing Agile management skills like Servant Leadership, Developing Trust/Commitment models based on the 5 Dysfunctions of a Team and focusing on organizational impediment removal.
- Developed and coached Lean Canvas facilitation technique to increase collaboration and engagement when developing new work opportunities. Tied Lean Canvas fields and flow to Leading Agile Epic Briefs and Scaled Agile Lean Business Case.
- Worked with IT Capabilities to establish Lean Portfolio Management functions based on the Scaled Agile Framework (SAFe) and developed Agile Portfolio Management guardrails to establish enterprise best practices.

Mar 2017 – Feb 2018

## **Halliburton Inc.**

Agile Coach

- Managed a team of over 40 resources onshore and offshore to define requirements, architecture and develop/test the solution using Agile software development techniques.
  - Structured using two week sprints with 5 Feature teams focusing on specific application development areas based on a micro-services using a containerized architecture.
  - Onsite, collocated design team developed frameworks and code samples for offshore feature teams to deliver in two week sprints. Teams developed, tested and integrated stories for product owner acceptance every sprint.
  - Leveraged a Release Train approach coordinating delivery using three month increments to deploy into production tested, accepted and integrated solution increments.
  - Requirements structured in Epics-Features-Product

Backlog Items (PBIs) in TFS, developed TFS metric dashboards showing Release and Sprint burndowns, Defects and Issues.

- Leveraged DevOps approach with Test Driven Development, Continuous Integration and 'one-click' automated deployments into Dev/QA and Prod environments.
- Facilitated retrospectives and daily scrums to develop self-managed, autonomous teams.
- Successfully delivered three production releases which supported two client service contracts of more than \$2B/yr.

Sept 2016 – Mar 2017

## **Phillips 66**

Agile Coach

Agile coach providing mentoring and training on agile concepts and techniques to project teams in the Marketing portfolio. Project Manager for Salesforce.com stabilization project and Profitability Analysis solution.

May 2016 – Sept 2016

## **IBM Inc.**

SaaS Offering Manager

Offering Manager for SaaS Enablement Program coordinating pre-engagement and onboarding activities to IBM Shared Business Services platform. Discover, Try, Buy, Authentication, Support and Payment services including API, lead nurturing and analytics service provisioning.

May 2015 – Feb 2016

## **Halliburton Inc.**

Sr. Project Manager

Member of the Halliburton / Baker Hughes Divestiture and Integration Team, part of an initiative to divest \$5B in assets to support the \$35B merger with Baker Hughes.

## **Accomplishments**

- Project Manager for End-to-End Testing and Cutover of \$5B+ Divestiture with more than 350 Applications and 10,000+ users
- Created program governance structure, budget, schedule and managed deliverables of Team Leads and more than 50 testers
- Managed the development of Test Plans, Test Cases and End-to-End Business Scenarios for all Divested applications

February 2010 – February 2015

## **BMC Software Inc**

SaaS Global Engagement Manager, OnDemand Practice

Responsible for coordinating onboarding activities for customers purchasing Software-as-a-Service (SaaS) and OnDemand solutions. Partner coordination, customer relationship management and pre-sales support for Remedy OnDemand and RemedyForce solutions. Managed a team of global project managers, managed utilization and revenue/profit margin projections. Established onboarding standards and project governance, managed weekly executive reporting updates, coached/mentored PMs on issues and project management. As a new product, responsibilities also included working closely with Product and Sales teams to define offerings and creating processes and artifacts that could be consistently followed by engagement managers to increase delivery value.

## **Accomplishments**

- **Won Corporate Innovation Award** for reducing Activation duration of new Remedy OnDemand

customer from over 110 days to less than 10 days. This resulted in organizational productivity savings of \$1MM a year.

- **Management of Global OnDemand Onboarding Services:** Managed concurrent OnDemand Onboarding initiatives requiring development of contracts with Partners, detailed project management, coordination of Operations and Product support personnel, customer management and assisting with pre-sales efforts.
- **Development of a OnDemand Service Delivery process:** Created an OnDemand Service Delivery methodology using Jive Software for engagement managers to access reference material, process guidance and templates.
- Completed ITIL V3 certification and Lean Six Sigma Green Belt certification.
- Delivered the following presentations at conferences:
  - **Agile Introduction** and **Agile Applied** at the at the Central Mississippi PMI Professional Days in Jackson, Mississippi

July 2008 – February 2010

## **Sr. Program Manager, Information Services and Technology.**

Program Manager responsible for managing IT capital investment initiatives for a global, software company. Responsible for the management of project managers, defining System Development Lifecycle and managing outcomes for portfolio initiatives. Managed and mentored project managers on successful application of project management practices and developed a new Solution Delivery Framework for successful implementation of BMC IT projects.

### **Accomplishments**

- **Global Enterprise Content Management**, this

six month, \$1,200,000 project implemented a new content management system for BMC.COM, BMC's public-facing website which introduced a new design, taxonomy and a distributed content management solution using Clickability software-as-a-service platform. The project replaced an in-house Vignette solution and involved the migration of more than 50,000 web pages from a wide variety of formats into a common, XML based structure. The project also included development of a SAML 2.0 compliance authorization/authentication mechanism and real-time integrations to BMC product catalogs and document management solutions. This project involved a team of more than 15 resources in multiple global locations. The new solution reduced BMC support costs for its website by 70% and increased content refresh capabilities from 3-5 days to a workflow driven process that could occur in real-time.

- **Global Professional Services Automation**, this 12 month, \$3,200,000 project implemented a consulting services automation solution for BMC's global consulting services organization for project management, time/expense submission, invoicing and resourcement using the OpenAir software-as-a-service platform. The project focused on business process re-engineering, development of more than 14 integrations with BMC systems of record including Oracle AP/AR/GL components, development of a new corporate datamart using Business Objects and training/support for more than 650 BMC employees and BMC

partners.

- **Global Learning Management System**, this multi-phase \$1,100,000 project implemented a new registration and content provisioning solution for BMC education services customers. Phase 1, a four month project, involving replaced an internally developed solution with a hosted, software-as-a-service product called ViewCentral from Rainmaker Systems. Phase 2 of the project, a 12 month initiative involving six resources, involved the integration of the ViewCentral application with BMC's customer master and invoicing solution to automate invoice creation.
- **Implemented a Wiki based Solution Delivery Framework** to provide guidance for all IS&T Delivery projects. *Note: This solution was presented at the conferences listed below.*

Delivered the following presentations at conferences:

- **Accelerating Agile Enterprise Adoption at the Agile 2010 Conference**
- Presented the following topics at the **2010 Project Management Institute (Houston)** conference:
  - Software-As-A-Service Solutions: An Experience Report,
  - Accelerating Your Organization's Agile Adoption,
  - Software-as-a-Service Portfolio Management Approaches,
  - Leveraging Social Collaboration Tools for Effective Project Management.
- **Crowdsourcing Your PMO Governance Model** at the **2009 PMO Symposium** and **Houston Project Management Institute** chapter.



- **Maturing Your Agile Enterprise Adoption** at the **2009 Agile Practices** conference and at the **2009 Houston Techfest**.
- **Agile Project Management** at the **Houston Agile Project Leadership Network**

December 2006 – July 2008

## **Valtech Technologies Inc.**

Vice-President, Delivery Services

P&L responsibility for US delivery operations of a global professional services organization specializing in advanced software development and Agile/Lean transformation and mentoring. Responsible for directing Field enablement strategies to improve productivity and delivery success and coordinating globally consistent delivery practices. Directed resource allocation, utilization and provided overall management to support successful customer delivery services for a wide range of clients in Life Sciences/Financial Services/Transportation and Media. Managed 8 Directors (Consulting Operations, Proximity Centers, IT, Training and Projects Directors) and more than 150 consultants and contractors to support revenue and profit margins for the US division of the company. Directly responsible for all vendor contracts ranging from contract (Corp-to-Corp, Independent) to product contracts

### **Accomplishments**

- Instrumental in the development of pricing models, utilization targets and a retooled organizational structure that moved the company from a net EBIT loss of \$85,000 to a profit of \$325,000 in one year.
- Instituted a standardized delivery process and a common set of performance measurements for delivering all solutions that allowed revenue base to grow by 20%.
- Introduced a standardized corporate knowledge base using

the Atlassian Confluence Wiki for all US employees to share project templates, artifacts and project experiences increasing project delivery consistency by 70% and allowing for portfolio reviews by industry and region.

- Retooled the corporate training function by focusing on an Agile/Scrum training curriculum which supported standardized delivery standards (courses included Agile Principles, Beyond Scrum, Agile Estimating and Planning, Executable Requirements, Test Driven Development, Agile Modeling, and Continuous Integration). This reduced the course content from 56 courses to 12 resulting in catalog and course maintenance savings of over \$100,000 and increased education services profitability by 32% in one year.
- Introduced ITIL driven practices and Service Levels for all IT support requests using AdventNet Service Desk resulting in a Mean Time to Resolution from over two weeks to less than two days.
- Introduced enterprise tooling solutions using Taleo to streamline recruitment process to enable a 50% increase in hiring with a 20% reduction in recruiting staff.
- Moved the company from an Excel based profit management and resource allocation process to an internally developed tool called Valtrack which provided real-time visibility into profit margins on accounts, projects and employees.
- Introduced business continuity services between Dallas and College Station offices to provision disaster recovery services for enterprise functions.
- Guided the establishment of three Proximity Centers over 18 months in Dallas, College Station and Oklahoma delivery services.
- Established organizational structures focused on account management and career coaching which reduced voluntary employee turnover from more than 25% per year to less than 2%.

- Introduced Rally software as a standard Agile/Scrum based project management tool to manage Release and Iteration burndowns, tasks and defects for all projects.
- Led the recommendation to introduce a new Sales Force Automation (SFA) and Customer Relationship Management (CRM) tool using Salesforce.com. Personally developed salesforce.com workflows and alerts to manage opportunity development and support.
- Created pricing models for use on all proposals and developed proposal generation process for creating and storing proposals using Confluence and Salesforce.com.

July 2005 – December 2006

## **BMC Software Inc**

IT Director, Global Sales and Operations

Managed a team of 23 full time and contract staff supporting BMC Sales and Operations processes. Managed quarterly and annual objectives and performance reviews and developed budgets for each three costs centers. Responsible for managing a large scale, global Siebel application (Siebel 7.53 and associated Siebel components) with users in more than 50 countries. Ensured coordinated ITIL-compliant releases of enhancements to applications and the introduction of new systems. Managed budgets and objectives for several cost centers. Extensively involved in contract negotiations with vendors on a wide range of services and product solutions. Worked with Sales, Partners, Professional Services, Product Operations and Product Distribution departments to identify and prioritize initiatives and deliver IT solutions to meet these needs. Ensured ITIL based operational support of existing applications.

## **Accomplishments**

- Implemented a number of major system enhancements including a new product hierarchy based on Green and

Gold products aligned with different support agreements, established Electronic Product Distribution project to facilitate EULA and Export Compliant product downloads, implemented Sales Proposal Generator for Sales/Marketing proposals, directed a Partner Certification system to manage partners and their resource/skills capacity, implemented several Professional Services systems to support engagements and profitability analysis.

- Transitioned development and support for applications to an offshore model.
- Directed the skills enhancement efforts of Business System Analysts, Designers and Developers to adopt processes based on Agile/Scrum development techniques. Introduced techniques such as Domain Modeling, Executable Requirements, Test Driven Development and Continuous Integration.

April 2002 to July 2005

## **Valtech Technologies Inc**

Engagement Director

Engagement Director working for a global, IT consulting company specializing in object oriented software development projects focusing on advanced technologies (Java/J2EE and Microsoft C#/.Net) following the Rational Unified Process (RUP) and Agile Development techniques (XP, SCRUM, Agile Modeling etc.). Reporting to the Senior Vice President of Professional Services, responsible for engagement management of staff and projects, defining project management processes, coaching/mentoring clients on PMOs and project best practices and managing relationships with key customers. Also responsible for creating responses to Requests for Proposals (RFPs) and developing Statements of Work (SOWs) for project opportunities specifically for PMO and large scale project management efforts. Involved in pre-sales activities for opportunities and responsible for developing marketing

collateral on project management delivery practices for use with inside/outside sales.

## **Accomplishments**

- Guided the creation of a Program Management Office leveraging a System of Systems program structure for a Fortune 500 company. Assisted with estimating models (based on use case points), education and application of iterative development techniques and ensuring project delivery across multiple projects. Developed a mechanism to measure skills adoption progress in advanced technologies and iterative development.
- Mentored a large scale Iterative Development program of more than 100 project participants on a \$100+ Million project for a Fortune 100 Insurance company. Provided program and project management mentoring for adopting a Rational Unified Process based project approach using Agile methods and Craig Larman's System Sequence Diagram, Domain Modeling and Operation Contracts techniques.
- Project Manager for an eight month, J2EE/Portal implementation at a specialty-line (Farm) Insurance company. Introduced iterative and agile software development approaches including high visibility project management techniques such as a Wall of Wonder, a project Wiki and daily stand-up meetings based on Scrum. Also introduced a Use Case Point estimating approach to determining project size and complexity. Emphasized the introduction of Continuous Integration using Cruise Control and a Test First Development approach. Delivered functionality in short two week iterations with demos provided to key stakeholders.
- Developed an enterprise Iterative Software Development Methodology based on the Unified Process and aligned with an existing, internally developed custom development process for a Fortune 500 Insurance company.

This work involved creating a comprehensive set of activities and artifacts that mapped to an existing roles inventory within the organization. It also included providing templates and examples for artifacts across all disciplines within the project lifecycle and mapping these to RUP artifacts, existing corporate standards or developing new artifacts. Facilitated a series of discussions on current and target state for the SDLC within each discipline and mentored internal resources on the adoption and application of the methodology. Leveraged Rational Builder/Organizer and Workbench to create a software development website.

- Managed several Java/J2EE/WebSphere projects in the Life Sciences/Healthcare industry, developing specimen tracking systems for genetic tests to identify cancer as well introducing HIPPA and privacy requirements. These were green field development projects requiring the management of all disciplines of the software development lifecycle. Delivered the project following the Rational Unified Process and its disciplines. Responsible for managing delivery, resourcing the project and developing project plans following an iterative development approach blending the Rational Unified Process with eXtreme Programming. Managed client relationships and grew the account to a \$1Million/ year account. Technologies used: Java/J2EE, WebSphere Application Developer 5.0, WebSphere Application Server 4.0, Rational Rose, SQA Defect Manager, PVCS.
- Project Manager for an offshore development project using Indian resources based in Chennai , India with an architecture team onsite with a large re-insurance customer. This seven (7)-person project, six month project delivered a web services, object oriented Catastrophe Analysis application developed in Microsoft .Net. Delivered following the Rational Unified Process methodology in a series of 2 week iterations over six months.

- Created detailed proposals for customer solutions across a range of services:
  - **Custom Software development:** Developed proposals with detailed project plans, parametric estimates and resource matrixes. These estimates included function point counts, use case counts, ground-up PERT/GANNT schedules which had been resource leveled and estimated.
  - **Architecture assessments:** Reviewed customer capacities in both Java/J2EE and .Net and offered recommendations on how to approach future projects to align with strategic goals.
  - **Mentoring and knowledge transfer** (Software Development Project Management using the Unified Process and agile development), ando
  - **Offshore development services:** Analyzing processes to ensure high levels of development productivity between offshore and onshore teams.
- Publications:

Offshore Development Management

August 2000 to April 2002

## **digitalESP Inc**

Engagement Manager

Reporting to the Vice President of Delivery, this position was responsible for ensuring the successful delivery of custom software development projects for large customers and growing business within the software development practice. This involved directly managing the day-to-day activities of 15 digitalESP project staff ranging in skill sets from developers to senior object modelers and architects. DigitalESP specialized in object oriented software development and focused on the delivery of web services architecture. As a small company, successfully managing this role required the

ability to develop large fixed price contracts, manage profit and loss, direct project staff on a daily basis, maintain customer relationships and successfully deliver projects on time and schedule. Projects were managed using the Rational Unified Process (RUP) and complemented with agile development methodologies (specifically eXtreme Programming techniques) a more detailed description can be found in Real Development Practices – Blending RUP and XP.

## **Accomplishments**

- Project manager for \$5Million (US) web services project web services project with 18 consulting staff and more than 20 customer staff to deliver an object oriented, web based insurance quotation and binding solution for a large insurance company. Project delivered on-time and on-budget. Customer satisfaction with the project and its delivery resulted in significant growth in the account and its revenue.
- Developed detailed project plan for this 18 month-year project following the Rational Unified Process (RUP), blended this with agile development techniques (such as paired programming and unit test framework). Project Plan encompassed all key workflows disciplines including Business Modeling, Requirements, Analysis and Design, Implementation, Test, Deployment, Configuration/Change Management and Project Management.
- Responsible for developing initial project estimate, selling the proposal and plan to the customer, resourcing staff and managing profit and loss on the account for the project.
- Developed detail processes to manage change requests and established change management review board to prioritize change requests.
- Developed tools to report project progress, risk status and earned value across the project lifecycle. Communicated these measures from C-level executives to



managers and directors

- Grew the account from an initial \$400,000 contract to a \$4Million/year multi-project account.
- Publications: Top Ten Questions to Ask on Project Test Plans, Real World Application Development of Leading Software Development Methodologies – Applying RUP and XP to a Web Services Application Iterative Development Testing Approaches – Managing Iterative Testing in an Agile Development Project

April 1999 to August 2000

## **ENMAX Corporation Inc.**

Information Services Manager – ENMAX Energy

Reporting to the Chief Information Officer for the ENMAX group of companies, this was a strategic role that also required hands-on project management skills. It included the creation of an I.S. organizational structure to support the business requirements of the ENMAX Energy Corporation. This involved developing an organizational structure, hiring staff reports and preparing the IT environment for de-regulation and competition. ENMAX Energy provides energy retail services to more than 600,000 utility customers. Actively involved in analyzing and reviewing several large merger and acquisitions from a billing and call center perspective including evaluating systems alternatives and developing pricing and budget models. Aligned IS objectives to ENMAX Energy objectives, managed operational and capital budgets, implemented a measurement and reporting system and developed strong business relationships with all departments in ENMAX Energy.

## **Accomplishments**

- Coordinated five development resources for customization of a large billing and customer information system using Banner's CIS system. Developed requirements

verification, code review and quality testing techniques to ensure stable and reliable code delivery. All code modules delivered for integration with no High severity defects. A \$2Million 12 month project delivered on time and on-budget.

- Implemented Zainet's Caminus energy trading solution a \$1.5Million, 12 month project with four resources (one analyst, two developers and one tester). Responsible for developing a comprehensive plan to support trading through a power pool with hourly and daily settlements, hedging and risk analysis. Worked closely with business area to define business processes and ensure configuration of system to support trading rules.
- Managed implementation team responsible for the delivery of a power billing system using UTS Power Billing and other modules for the company's largest customers. Developed detailed project plan and directed 12 resources (two analysts, one architect, four developers, two testers and one DBA) over 12 months to successful completion. Requirements specified in use cases, PowerBuilder components developed against a component framework purchased from a leading utility billing provider, test cases traced to use cases and automated through test scripts custom written in PERL.
- Directed implementation of a Contract Management system (\$250,000, 3 months with two resources and one project manager).
- Managed a \$1Million dollar CRM application implemented using ONYX CRM for the Sales and Marketing Departments. Reviewed product alternatives, recommended CRM solution, developed implementation plan, managed project implementation over six months. Successfully delivered on-time and on-budget.

August 1997 to April 1999

# **Telus Mobility Inc.**

## **IS Planning Manager**

Responsible for the planning of all IT technical architectures and providing project sponsorship of all IT capital projects to implement target architectures. Reporting to the Director of Information Services, this key IT management role involved developing an enterprise architecture based on industry best practices that linked business objectives and key drivers to IT architectures and initiatives. As Planning Manager, responsible for ensuring consistent project management techniques for all IT Capital projects greater than \$1Million (25 large initiatives).

## **Accomplishments**

- Project manager for \$5Million (US) web services project web services project with 18 consulting staff and more than 20 customer staff to deliver an object oriented, web based insurance quotation and binding solution for a large insurance company. Project delivered on-time and on-budget. Customer satisfaction with the project and its delivery resulted in significant growth in the account and its revenue.
- Defined an enterprise architecture to guide IT projects to ensure a consistent, scalable and reliable environment to support business growth.
- Coordinated the development of this architecture through facilitated discussions with all IT departments and key business stakeholders. Developed a website (accessible via the hyperlink above) to enable rapid and ubiquitous access to enterprise architecture standards. The Enterprise architecture was based on elements of the Zachman framework, however, the principles of the website design were intended to minimize maintenance and to leverage the corporate investment in standardized office authoring tools (such as Word, Excel, Powerpoint,

Visio etc.)

- Managed the negotiations of several large contracts with key system vendors (Oracle, IBM, Platinum, Filenet) and assisted in the outsourcing of Network Operations to ISM-BC and TELUS Advanced Communications.
- Created the business case and received Executive approval for the implementation of an Enterprise Security solution at a cost of \$685,000. Initiated the implementation of the project which included amongst its components an enterprise Single Sign-on solution (Platinum Technology).
- Project Manager for the implementation of a fully switched network backplane and the creation of a new data center to support the implementation of a new Billing system. This \$850,000 project involved a team of 10 individuals and successfully replaced the existing network infrastructure with a minimum of outage time in a three-month period.
- Project Manager for a two person project team from IBM to create a Data Architecture that included both operational and analytical corporate data requirements. The final recommendations were presented to TELUS Mobility Executive and received approval to proceed, which included a \$1Million Data Architecture project. Involved in the recruitment of a senior IT management position for a Data Resource Manager to coordinate and implement the Data Architecture recommendations.
- Project Manager for the implementation of a Computer Output to Laser Disk (COLD) for large Billing system implementation using Filenet Panagon software. This involved an OCR/ICR implementation affecting more than 1,000,000 complex billing records each month managed through a series of billing cycles. This \$250,000 project over two months with four resources was completed on-time and on-budget and allowed TELUS to save more than \$600,000 in its first year alone.
- Project Manager for the implementation of an enterprise

wide, integrated messaging and calendaring solution (Microsoft Exchange/Outlook) to replace several legacy systems. Managed five resources in this \$1.5Million project which was delivered on-time and on-budget.

- Developed an Internet Strategy for the company that involved coordinating a series of off-site planning sessions with a cross-functional team. Recruited and managed a full-time contractor to implement business recommendations from planning sessions.
- Assisted in the technical architecture design of the Project Nexus Billing system implementation, which consisted of an AMDOCS, purchased HP/Oracle solution fronted by a Winframe terminal session delivering a Power-builder application to more than 300 concurrent users in multiple sites across the province.

January 1995 to August 1997

## **TELUS Advertising Services**

Account Manager, Information Management

Responsible for assessing business requirements for technology and translating these into technical solutions. Reporting to the Director of Information Management and the Vice-President of Sales this role required interfacing with several out-sourced systems provider (ISM-A and VOLT Information Sciences) to implement requirements for the business.

## **Accomplishments**

- Project Manager for the implementation of Lotus Notes as an enterprise messaging and calendaring solution. This included the development of a number of workflow applications that allowed specific business units to automate and re-engineer key processes. This \$2Million project had 15 full time staff members over six months.
  - Presented at LotusSphere Conference on extending Notes to a web platform.

- Managed the implementation of a commissioning system for the Sales Department that aligned sales commissions for two organizations as part of a merger between TELUS and EDTel. This involved coordinating the efforts of two developers in data modeling and application development.
- Actively involved in the management of service levels, operations and issue management with billing system provider VOLT Information Services

April 1990 to January 1995

## **Workers Compensation Board of Alberta**

Business Analyst, Employer Affairs

Responsible for analysis, development, coordination and monitoring of systems within the Employer Affairs division. This position interfaced directly with the Division Vice-President and was involved in working with user areas capturing requirements, analyzing these requirements and developing systems to realize these requirements. In addition, coordinated LAN and workstation support (Tier Two and Three) after Tier One Help Desk Assignment. Managed a group of five employees developing and support applications.

### **Accomplishments**

- Developed a complex regression analysis application using Visual Basic to calculate actuarial rates for employer assessments
- Developed custom SQL reports in FOCUS to generate datasets for analytical applications I developed in SAS.
- Managed a team of five employees in the creation of electronic documents to communicate to internal staff and Alberta employers. This included mentoring junior staff into software development and system management capacities.
- Created a business case, received executive approval and managed and recruited for a project to create the WCB

BBS, an electronic bulletin board service running PCBoard that provisioned electronic information and services to employers across Canada . This included developing an advertising campaign for the service and establishing management processes for the production system.

- Developed a rate setting application in Visual Basic to calculate anticipated revenue from employer assessment rates including a forecasting mechanism
- Setup and management of the first LAN network within the Department over a 4MB Token Ring network.

November 1989 to April 1990

## **Workers Compensation Board of Alberta**

Program Coordinator, Work Injury Reduction Program

Responsible for creating industry wide safety associations, including the creation of the Alberta Trucking Industry Safety Association (ATISA) representing 7,000 employers and \$500 Million in annual payroll.

April 1989 to November 1989

## **Workers Compensation Board of Alberta**

Classification Officer, Employer Classification Department

Key member of a special project team responsible for marketing and implementing a series of changes to the Experience Rating program affecting 20,000 employers in the province. Developed VB applications to analyze impacts to employers rates based on improved safety performance.

November 1988 to April 1989

## **Workers Compensation Board of Alberta**

Assessment Information Officer, Assessment Department

Communication liaison between the WCB and Alberta employers concerning requirements under the Workers' Compensation Act and WCB policy

## Education

<b>2000 – 2005</b>	University of Athabasca Master's of Business Administration specializing in Information Technology Management
<b>January 2002</b>	Received Alberta Lieutenant Governor's Award for Academic Excellence
<b>2000 – 2001</b>	Advanced Graduate Diploma in Management University of Athabasca
<b>1993 – 1996</b>	University of Alberta Master's of Business Administration Graduate Management Admission Test (GMAT) Scored 600 (80th percentile over 3 years), scored in the 92 percentile in language and communication competency
<b>1988 – 1984</b>	University of Alberta Bachelor of Arts Specialization in Economics
<b>1984 – 1981</b>	Paul Kane High School, St. Albert Advanced Diploma

## Professional Certifications

- Program Management Professional (PgMP)
- Certified ScrumMaster (CSM)
- Professional Project Manager (PMP)
- Information Technology Infrastructure Library (ITIL) v2/v3
- Lean Six Sigma (LSSGB) Green Belt
- Project Management Institute – Agile Certified Professional (PMI-ACP)



## **Personal Interests / Accomplishments**

- Assistant Scoutmaster (ASM) for Boy Scout Troop 1014 and Flag Subscription Coordinator
- Robotics Coach for First Lego League (Mindstorms)
- Secretary for McTeggart Irish Dancers of Southern Texas (MIDOST)
- Black Belt in Mo Kempo Karate
- Bagpipe player with the Clash of the Tartans pipe band, Raleigh City of Oaks Pipeband and Houston Highlanders
- Founding member of Online Reality, a network gaming business which introduced the first network Doom tournaments
- Hosted FM radio show for three years
- Crisis Line counselor for three years