



Catalyst for change, quickly grasping project complexities; change agent excelling as hub for information transfer to drive completion.

CLIENT SERVICE PROFESSIONAL

Extensive experience as a strategic planner and project manager in software industry, working with and consulting to organizations in transition (acquisitions/mergers) including Municipalities, Provincial Ministries, Crown Corporations and leading information technology providers. Expertise managing all aspects of projects from inception to implementation; building a global client base (aeronautics, education, construction); optimizing business development opportunities; managing process improvement initiatives; client support and training.

Areas of Expertise

PROJECT MANAGEMENT

- Managed a \$1.2M project for a crown corporation including migration from mainframe system to windows based e-mail platform.
- Managed implementation of 28 projects in 20+ client sites over 2 years throughout North America for diverse software development/implementation organizations including real estate, local government and e-learning providers (LMS).
- Facilitated and managed upgrade to CRM system to accommodate expansion from 20+ North American users to 2500+ global users resulting from the merger of a local with a global electrical engineering company yielding significant savings. Challenges included adaptation to time zones.
- Guided implementation for key clients including: Denver International Airport, Ontario Police College, Siam City Cement Company (Bangkok, Thailand).

BUSINESS DEVELOPMENT & CLIENT RELATIONSHIP MANAGEMENT

- Presented marketing demonstrations on behalf of multiple software providers to major public and private sector clients including Hughes Aircraft (Los Angeles), Office of Legal Advocacy (Charlotte, SC), Insurance Corporation of British Columbia (Vancouver), independent Realtors and Brokers, Fire Departments and Municipal Government Officials. Established unique branding and marketing strategies by identifying key market indicators and value differentiators for an e-learning organization resulting in sales to the Canadian Federal Government.
- Initiated and managed national and international corporate branding and marketing campaigns including writing advertorials, designing and developing marketing collateral, packaging and POS materials and selecting and overseeing third party publishers.
- Identified and developed opportunities to present products/services at international trade shows, identified themes and planned, organized and executed presentations including venue selection; booth design and scripting

- Transitioned a software company into a solution provider consultancy by developing strategies to support and improve relationships with client base including establishing virtual account teams, identifying customer "pain point", engaging in challenging conversations and resolving conflicts and coaching business leaders in emergent issues management
- Positioned a real estate marketing corporation as an industry leader by pioneering the use of CDs linked to online content, strategically re-visioned the brand
- Identified unique and sustainable opportunities to increase revenue streams, increase footprint and profitability, developed in-house CRM and managed on-site client relationships through user licensing, anticipating future requirements and post implementation revenue opportunities accounted for >\$1M in annual revenue
- Developed strategic plans and budgets to steer projects; delivered progressive, relevant and timely user-training to groups of 100+
- Designed and delivered program definition, workplan, strategic account plans within 6 weeks of appointment; developed reliable reference account base within 3 months by confronting service challenges head on, aligning resources for appropriate resolution
- Credited by SVP Sales & Marketing with turnaround in one major account (City & County of Denver) largely 'due to your professionalism and capability'
- Championed internal planning and "messaging" workshops. Facilitated with management team and senior staff, to design/redefine marketing position; who are we and really what do we offer, hone value proposition. Intention was to polish and sharpen focus to elevate corporate image to higher standard of professionalism - targeting largest competitor. Used knowledge of government legislation to obtain competitive edge.
- Increased trade show budget by 15%. Resulted in more qualified leads from trade shows, increased credibility/public image of company by leveraging 3rd party credibility of major client accounts, taken more seriously as competitor, more industry press coverage and acknowledgement, inclusion in Top 10 lists of 'players'. Created perception of company as much larger and therefore more capable of servicing major accounts.

BUSINESS OPERATIONS AND STRATEGIC PLANNING

- Implemented electronic systems to manage business reporting, tracking of revenue streams, issuance of permits, scheduling of inspections, and managing emergency services in the United States and Canada requiring on-site training, field testing, trouble shooting, and customization
- Pivotal role planning and executing seamless transition of Windows to Web client for global electronics manufacturing company
- Evaluated and recommended procurement requirements, purchased and provided implementation expertise relating to purchase and integration of technical products and services for public sector clients including Crown Corporations, Gas/Utilities Commission, BC Ambulance, Environmental Assessment Office
- Managed supplier contracts including marketing production companies, advertising agencies, travel/transportation providers, printers, trade press services and video production companies.
- Targeted opportunities for technology-based organizations to provide products and services to North American city and municipal governments and regional districts, participated in preparation of supporting documents and proposals; reviewed provider's supporting data, identified strategic opportunities (GAP analysis)

- Responsible for managing branch operations overseeing provincial Information Management/Information Technology Standards. Accountable for operationalization of two management committees (Data Architecture Advisory Committee and Architectural Standards Review Board) including preparing data and agenda for meetings using Sharepoint, referencing committee standards, responding to points of order. Maintained branch web site and published updated standards manual.
- Liaise with software and hardware vendors in the installation and configuration of their products
- Client advocate challenged to analyze and manage key metrics to identify cost savings. Led research and development to create business cases for major projects; developed and delivered end-user technical training for North America customers.

TALENT MANAGEMENT, TRAINING AND DEVELOPMENT

- Managed training for key clients: Denver International Airport, Ontario Police College, Siam City Cement Company (Bangkok, Thailand)
- Designed training material/curricula and delivered in-class and on-site training
- Staffing (i.e. trade shows, project teams, client support, deployment)
- Selected and trained trainers, help desk and administrative personnel (scheduling)
- Training >8,000 provincial employees and service partners
- Staff scheduling, leave management
- Performance management
- Managed contractors - 3rd party subcontractors
- Visualized, planned, directed and supervised the development and implementation of global e-learning program for approximately 2,500 corporate learners

TECHNICAL WRITING

- Co-wrote technical manual for new .NET development platform used by network administrators, security administrators, and IT managers in Municipal Governments throughout North America
- Improved/updated on-site training libraries for US clients, producing outlines for each of three platforms
- Created video of webinars, wrote curriculum and Power Point supports for training delivery for realtors, real estate boards and brokers, local government administrative and field staff
- Created and maintained documentation for workstations, peripherals, network related configurations and applications for public sector clients
- Wrote print and online manuals, e-learning videos and webinars

PROJECTS/CONTRACTS

Office of the CIO, Ministry of Labour, Citizens' Services and Open Government, Victoria, BC (2011-2012)

Office of the Chief Information Officer (OCIO) plays a leadership role in promoting and guiding the management of government information as a strategic business asset, and supporting technology infrastructure as a key component of business transformation

Project Administrator, Architecture & Standards Branch

Responsible for managing branch operations overseeing provincial IM/IT Standards.

Accountable for operationalization of two management committees (Data Architecture Advisory Committee and Architectural Standards Review Board) including preparing data and agenda for meetings using Sharepoint, referencing committee standards, responding to points of order. Maintained branch web site and published updated standards manual.

Analyst, Corporate Services Division Evaluated and recommended procurement requirements, purchased and provided implementation expertise relating to purchase and integration of technical products and services (desktop PCs, laptops, mobiles, servers, networks) for public sector clients.

District of Saanich, Saanich, BC (2010-2011)

The District of Saanich is the largest municipality on southern Vancouver Island, with a population of 103,000 and approximately 450 employees.

Specialist, Client Support Consult to corporate clients: Identify, diagnose, troubleshoot and resolve problems with workstations, hardware, network infrastructure, operating systems, applications, databases and peripherals

Spearhead installations and configure applications on workstations and network servers; supervise and direct technical team in ITIL V3 service delivery framework

Manage installation of hardware and peripheral devices on workstations; maintain hardware and software inventories. Conducting research and making recommendations for new applications to integrate into the network.

Realty Server Systems, Victoria, BC (2008)

RealtyServer Systems Inc. provides leading edge MLS® software technology to associations, brokers and real estate sales professionals

Coordinator, Client Support Managed and directed several key projects. Developed training materials for new clients to support "go live" phase. Opened communication channels between departments to improve customer service and reduce response times

Schneider Electric, Victoria, BC (2005-2006)

Schneider Electric is the global specialist in energy management. Starting from its roots in the iron and steel industry, heavy machinery, and ship building, it moved into electricity and automation management with 140,000 employees worldwide.

Analyst, Customer Relationship Management (CRM) Facilitated and managed upgrade to CRM system to accommodate expansion from 20+ North American users to 2500+ global users resulting from the merger of a local with a global electrical engineering company yielding \$100K in cost savings. Challenges included adaptation to time zones. Administered and maintained corporate Sharepoint CRM policy & collaboration site.

Municipal Software Corp., Victoria, BC (2002-2005)

Municipal Software is now MS Govern, software solutions specific to the requirements of Local Government and utilities.

Account Manager Identified unique and sustainable opportunities to increase revenue streams, increase footprint and profitability, developed in-house CRM and managed on-site client relationships through user licensing, anticipating future requirements and post

implementation revenue opportunities accounted for >\$1M in annual revenue

Project Manager/Technical Trainer Accountable for coordinating IT and business resource allocation, developing and delivering customer/client presentations all activities relating to user training and support for 24+ software automation projects implemented across North America.

Geometrix Data Systems, Victoria, BC (2000-2002)

GeoMetrix Data Systems Inc. has a long history of meeting learning management requirements while dealing with changing technology and market conditions. The result is the industry's only sustainable learning management solution

Director, Marketing Responsible for all aspects of design and delivery of global marketing of Learning Management Systems (LMS) and management of on and off-site client relationships. Key role in standardization, preparation, awarding and oversight of providers through the RFP process.

ICBC, North Vancouver, BC (1999-2000)

The Insurance Corporation of British Columbia is a provincial Crown corporation established in 1973 to provide universal auto insurance to B.C. motorists.

Project Manager Managed the successful implementation of a \$1.2M project to deliver Outlook training to >8,000 users province-wide, including staff, partners, insurance brokers, police; project team of 14, comprised of trainers, administrators, technical support.

EDUCATION AND CREDENTIALS

TECHNICAL PROFICIENCIES - (MCSE) MICROSOFT CERTIFIED SYSTEMS ENGINEER

Platforms: SQL Server, Windows NT/2000 Server, XP Pro/NT/2000, IIS .NET, PeopleSoft, City View, City View Server, RealtyServer InterFace, ArcIMS, Arc View, Tempest, Prospero, JDE, SAP, ARIS

Software: Training Partner, Training Partner Online (LMS), ONYX, Salesforce.com (CRM), MS Office (Word, Excel, PowerPoint, Visio), Outlook, MS Project, Adobe Acrobat, Captivate, Crystal Reports, Cognos Business Intelligence, SharePoint - Designer, Administrator; Numara TrackIt!, Groupwise, Novell ConsoleOne, Contribute, Web Expressions Studio, Apple iOS, LiveMeeting, CutePDF

CERTIFIED ASSOCIATE IN PROJECT MANAGEMENT (CAPM), PROJECT MANAGEMENT INSTITUTE (PENDING)

BUSINESS ADMINISTRATION DIPLOMA (DBA), UNIVERSITY OF VICTORIA, VICTORIA, BC

MICROSOFT CERTIFIED SYSTEMS ENGINEER (MSCE), ROYAL ROADS UNIVERSITY, VICTORIA, BC