
Profile

Experienced Project Manager and Change Manager with a history of successfully implementing technology projects and leading teams in the transportation, technology, natural resources and health care sectors. Strong background in business administration and software development with the ability to execute strategic business initiatives involving changing business processes and new technology.

Summary

- 10 years in the Information Technology industry
- 8 years Project Management experience on projects ranging from small (< \$10k) to large (> \$7M)
- Experience with enterprise HR and Finance business processes, including employee lifecycle, scheduling and timekeeping
- Excel at facilitating groups to redefine business processes, analyze existing systems and increase operational efficiencies through new processes and technology
- Specialize in procurement and vendor management
- Proven leadership and management of diverse teams ranging between 3 - 17
- Strong data modeling, process mapping and business analysis skills
- Proficient in project planning, scheduling, resourcing and issue/risk management
- Focus on integrating business strategy to project outcomes
- Tactfully manage sponsors, stakeholders and executives
- Effective communicator with strong written, verbal, presentation and listening skills
- Ability to get results, solve challenges, adapt to changes and execute with urgency
- Flexible with willingness to adapt to deadline challenges, changing priorities and varied project management processes
- Master of Science Information Systems (Athabasca, 2008), Change Management Professional (Prosci, 2008), Project Management Professional (PMI, 2005), Diploma Computer Programming (UCC, 2000), Bachelor of Business Administration (UCC, 1998)

Professional Experience

Feb 08-Apr 08 **Project Management Consultant**
FORREX, Kelowna, British Columbia

Project consultant responsible for leading an environmental scan and identifying cost-effective, strategic opportunities for online products and services. Established corporate objectives, selected information sources, gathered information, analyzed key findings and provided recommendations to executives.

Accomplishments include:

- identified relevant corporate goals and strategies
- created, issued and analyzed an online user survey
- researched relevant technology and trends in Information Management, communication and eLearning
- summarized key findings in an executive final report
- identified milestones and cost estimates in a draft tactical plan

Professional Experience cont'd

Oct 07-Feb 08 Project Management Consultant

Vancouver Coastal Health Authority, Vancouver, British Columbia

Project consultant responsible for capturing system requirements, and assisting with evaluation and procurement of an electronic scheduling and timekeeping system impacting 25,000+ employees. The process for capturing system requirements was to assist with facilitating a group of over 50 participants to redesign scheduling and timekeeping business processes that were linked to employee lifecycle processes. Once the new business processes were documented with MS Visio process maps, system requirements were identified that supported the new business processes. These system requirements were used in an RFP to procure the best system to support the new business processes and requirements. Accomplishments include:

- facilitation of cross-functional teams to identify system requirements
- participated in the development of procurement documentation including RFI & RFP
- created evaluation workbooks, demonstration scripts and score sheets
- scheduled tasks, planned resources and managed priorities
- reported status to Project Manager

Dec 05-Oct 07 Project Manager

Provincial Health Services Authority, Vancouver, British Columbia

Project Manager guiding a large-scale electronic scheduling and timekeeping system project impacting 10,000+ employees with emphasis on organizational and human resource change. The goals of the PHSA project were to eliminate manual systems and increase efficiencies through electronic workflows and integrating the new system to existing systems within the organization. Phase 1 of the PHSA project involved “process design and system selection”, and included the development of 21 standard business processes and business requirements which were used to procure a new electronic system designed to eliminate manual processes and redundant legacy systems. As part of the scheduling and timekeeping project, existing “hire to fire” HR processes were analyzed and redesigned to support the new scheduling and timekeeping processes. Phase 2 of the PHSA project involved “integration and implementation” of the new business processes and technology throughout the organization. Using a “fit/gap” analysis, existing systems and processes were analyzed and leveraged to reduce the total time spent processing employee lifecycle, scheduling and timekeeping information. Interfaces were designed to maintain a “system of truth” for employee information while exchanging pertinent information in a timely manner. Due to the union environment and past project failures, there was a strong emphasis on training and change management to support the new processes and technology. Accomplishments included:

- developed project documentation including project plan
- conducted project scheduling and resource planning
- performed project scope management, quality management, issue and risk management
- led 17 members of the project team to develop detailed work plans for work packets
- coached project team members
- successfully engaged and communicated with stakeholders
- worked collaboratively with a cross-agency steering committee
- reported status to Project Sponsors

Professional Experience cont'd

Apr 05-Jan 06 **Health Informatics Analyst**
Interior Health Authority, Kelowna, British Columbia

Analyzed business operations and presented opportunities to increase efficiencies through leveraging technology solutions. Evaluated, planned, implemented, tested, and supported the Public Health Environmental Information System. Accomplishments include:

- analyzed new provincial sewerage regulations, wrote issue papers, decision documents, recommendations and implemented approved solution
- coordinated the roll-out of a new version of software to 170 users

Aug 01-Apr 05 **Project Manager, Natural Resources Information Network**
FORREX. Kelowna, British Columbia

Responsible for developing, promoting and maintaining a provincially-recognized project that had a budget of \$1.25M over 5 years. Defined program area goals and strategies to support the organization's mission. Developed proposals, briefing notes, work plans, tactical plans and estimated operating budgets for senior management. Advised on provincial and national information initiatives. Reviewed proposals to guide strategic investments in information management and extension. Accomplishments include:

- planned, coordinated, and executed multiple projects, products and services including: needs assessments, problem-solving activities and client outreach
- provided leadership and advice, technical support, and training on information management solutions, hardware, software, technology planning and budgeting
- assisted in recruitment, direction, and monitoring 2 staff, and 11 contractors

Jan 01-Aug 01 **Internet Programmer**
Acro Media Inc. Kelowna, British Columbia

Designed and coded customized Internet software to assist clients in managing their web sites and E-commerce solutions. Compiled programs, built and deployed databases, and implemented testing of websites and software applications to meet strict specifications. Key accomplishment:

- created internal resource documents for the production team to reference while problem solving

Apr 00-Dec 00 **Information Management Technician**
SIFERP. Kamloops, British Columbia

Designed, developed and managed corporate website and multiple client websites. Analyzed existing business processes, implemented database systems and improved upon reporting capabilities. Worked with clients to identify information management needs and assisted in creating their solutions. Major project:

- implemented and coordinated a provincial online needs assessment to help determine provincial investments in natural resources

Apr 99-Dec 99 **Project Coordinator, Rail Services & Transportation**
Weyerhaeuser. Kamloops, British Columbia

Designed and coded custom software programs and databases resulting in increased department time tracking and reporting capabilities. Successfully managed multiple projects to meet deadlines. Assisted co-workers with day-to-day computer problems and presented various PowerPoint presentations to co-workers, managers and executives. Accomplishments include:

- designed, programmed and implemented an internal software application that improved business processes
- wrote a technical manual to help users of the software application

Key Areas of Expertise

Project Management	PMI PMBOK Processes, Project Management Plans, Scheduling & Resource Planning, Project Charters, Contracts, Stakeholder Communication, Scope, Issue, Risk and Quality Management, Team Coaching
Change Management	Change Management Assessments & Strategies, Change Management Plans, Resistance Management Plans, Communication Plans, Change Management Teams
Business	Work Plans, Tactical Plans, Strategic Plans, Proposals, Estimating & Managing Budgets, Business Process Analysis, Product Promotion, Professional Writing, Public Speaking
Technology	MS Office including Project & Visio, Website Development, Software Engineering, Systems Analysis, Database Design, Data Modeling, Data Warehouses, SDLC & Agile Methodologies

Education & Training

2003-2008 (in progress)	Master of Science - Information Systems Graduate Degree <i>Athabasca University. Edmonton, Alberta</i>
2008	Change Management Professional Certificate <i>Prosci. Vancouver, British Columbia</i>
2007	Facilitation for Project Managers Certificate <i>Interthink Consulting Incorporated. Edmonton, Alberta</i>
2006	Facilitating Collaborative Process Improvement Certificate <i>Resource Advantage, Inc. Vancouver, British Columbia</i>
2005	Project Management Professional Certification <i>Project Management Institute</i>
2005	Project Management Basics Certificate <i>Interior Health Authority. Kelowna, British Columbia</i>
2005	Logic Models Certificate <i>Canadian Evaluation Society, Kelowna, British Columbia</i>
1998-2000	Computer Systems: Operations and Management Diploma <i>The University College of the Cariboo. Kamloops, British Columbia</i>
1994-1998	Bachelor of Business Administration Undergraduate Degree <i>The University College of the Cariboo. Kamloops, British Columbia</i>