

**PROJECT MANAGEMENT**

I.T. Systems Technology Integration and Management

Visionary, results-driven project leader and co-ordinator with an outstanding record of delivering complex technology and system integration projects on time and within budget. Proactive, works closely with business partners and technology personnel during the design, configuration, application and training stages. Recognized as an expert in full cycle project planning and implementation. Articulate, technically minded communicator able to simplify technical jargon for all to understand. Combines a strong business acumen with the ability to conceive profitable and efficient technology solutions. Industrious, troubleshooter, thrives on a challenge, works effectively with all levels. Ethical, maintains a high degree of confidentiality. **Core business competencies include:**

- Project Management	- Strategic Business Planning	- Financial Management
- Change Management	- Interdepartmental Coordination	- Resource Management
- Technology Transfer	- Management & Administration	- Client Relations
- Risk Assessment	- Business Analysis	- Contingency Planning

**PROFESSIONAL EXPERIENCE**

Information Resource Technologies Ltd., Toronto, Ontario

1997 – present

**PRINCIPAL**

*On contract provides professional services to companies and organizations as outlined above.*

**Key contracts include:**

❖ **RBC Financial Group**

2008 – present

- Manage the Dominion Securities order desk trading floor and E-Commerce Help Desks with 300 Fixed Income and 120 FX Traders.
- Initiating radical modifications to the existing change management practices with business and technology groups, introducing further application enhancements.

❖ **TD Waterhouse, Toronto, Ontario**

2003 – 2007

**MANAGEMENT CONSULTANT/PROJECT EXECUTIVE – Server Move**

- Successfully directed a \$2.1M Server Farm relocation of 100+ NT Intranet and Novell servers while maintaining full operations 24/7/365.
- Wrote all project documentation including Project Charter and specifications, project planning, budget and risk mitigation strategy.
- Proactively led a 10-person team charged with completing the business critical and complex initiative, which was completed 3 weeks ahead of schedule and \$105,000 under budget.
- Acted as the conduit, maintaining open dialogue between TD Waterhouse management, staff and other stakeholders to keep them abreast of project status.

**Trade Support Engineering**

- Recruited to review and research business work flow and technology system environments in the Back Office of the largest Brokerage House in Canada.

**TD Waterhouse Integration**

- Led a 17-member cross functional team tasked with the \$15 million multifaceted integration of two large IT technology departments, processes and systems after the merger of TD Waterhouse and Canada Trust Securities.
- Orchestrated overall transition and integration of many different technologies including Front/Back Office host, WAN & LAN mitigation, desktop conversion, voice infrastructure, IVR and web platform.

- ❖ **CIBC World Markets**, Toronto, Ontario 2000 – 2003  
**MANAGEMENT CONSULTANT/PROJECT EXECUTIVE**
- Co-authored and facilitated a media streaming technology seminar on LAN and “Directory Service, The Next Step”.
  - **Directory services:** Project managed a schema design of the first corporate production of Netscape’s Directory Service and proxy servers utilizing LDAP protocol for global Internet access. Approximately 9,000 desktops used a regional replicating LDAP database.
  - **Global Change Management:** Designed, implemented and documented a \$2MM Peregrine Global Change Management System (Americas, Asia and Europe).
- ❖ **HSBC Bank Canada**, Toronto, Ontario 1999
- Oversaw the \$2.3 M Y2K I.T. strategy, remediation of market data, voice and LAN/WAN services, desktop, server infrastructure and I.T. application.
- ❖ **IPC Information Systems**, Toronto, Ontario 1997 – 1999  
**VICE PRESIDENT – Global Services, Barclays Bank**
- Supervised the \$25 M relocation project across London, U.K. of 4,000 employees including IPC MX turrets (900); Ericsson PBX (3,400 sets); RACAL Recorders (2,500 channels); Speakbus Intercom Systems (1,300+ systems); and Databit Call Centre Management software.
  - Secured the buy-in from all stakeholders across numerous departments, gained knowledge on their requirements and implemented many enhancements.
- ❖ **CIBC Wood Gundy Investment Bank**, Toronto, Ontario & New York, NY 1990 – 1996  
*Held the following 3 progressively responsible positions:*
- MANAGEMENT CONSULTANT, Global Trading Facilities** 1994 – 1996
- Played the pivotal lead role in planning and executing the New York Trading Floor rebuild with minimum interruption to business operations.
  - Initiated network configuration and implementation for Reuters’ PTW workstations across Canada. Implemented a new turret system from New York, Toronto and Vancouver.
- PROJECT MANAGER, Technology Support** 1993 – 1994
- Managed Lotus cc:Mail implementation for 700 end-users in London, U.K., and Toronto. Evaluated and reconfigured VAX services.
- MANAGER, Global Trading** 1990 – 1993
- Controlled Level 1 and 2 trading floor technical support for 350 positions, implemented an American open line system, supported 250 position RICH video switch AND 1,300 MACS annually.
- ❖ **Burns Fry**, Toronto, Ontario 1987 – 1990  
**TELECOMMUNICATIONS ANALYST**

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## E D U C A T I O N

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- Project Management Institute, Newtown Square, PA 2001  
**PROJECT MANAGEMENT PROFESSIONAL**
- Bay3000 Project Management Inc., Toronto, Ontario 2002  
**CERTIFICATE – Project Portfolio Management**
- Sheridan College Institute of Advanced Learning and Technology, Oakville, Ontario 1986  
**DIPLOMA- Telecommunications Management**

Strong proponent of continuous education, completed numerous I.T. Management, Leadership and I.T courses.