

## Summary

Business systems analyst with 10 years of project management, requirements gathering, and web applications design and development experience in the financial, government, and consumer goods sectors. Gained through employment in software quality assurance with the Federal Government (HRDC), as a technical analyst with the Export Development Corporation (EDC), the acting technical director at Cossette Interactive West (Cossette Communications Group), and managing a contract online consultancy company (Nexus Group Inc.) for over 8 years.

Developed effective working relationships with cross-functional groups within client organizations and managed technical employees to assist in project delivery of complex technical and marketing assignments. Identified improvement opportunities within client organizations by taking specific responsibility for the implementation of agreed upon technical initiatives by understanding clients' business and technical environments. Successful at working with stakeholders to formulate technical strategies and build business cases to gain senior management approval through clearly defined proposals and presentations.

Educated through a combination of computer science and management information systems (commerce) along with project management training and work and study experience internationally. Delivered completed projects which have resulted in significant client gains including; reducing from 4 days to 5 minutes the approval of online insurance policy coverage for EDC, a 200% increase in hotel bookings by re-architecting Tourism BC's online reservation application, reducing customer surveys costs by \$4000 and increasing response rates by 40% for Yves Veggie (Hains-Celestial), and automating lab test equipment data gathering and analysis reporting through a 6 GB data warehouse with QuestAir Inc.

## Areas of Expertise

### Technical Project Management

- Assembled and managed team of 5 contract programmers and designers for a 6 figure web content management application for Ballard Power Systems. Created detailed project plan with well-defined tasks, milestones, client sign-offs, test cycles, and specifications, which served to communicate project progress to management. Resulted in the on-time and budget delivery of an Oracle/Windows (server-side COM objects) web content management system.
- Managed clients, contractors, and employees through project scope definition, estimating, work plans, development, change management, documentation, and training achieving over 85% on-time, on or under-budget results for more than 40 web-related projects for clients including Tribal DDB, BC Rail, Clorox, BC Hydro, Intrust, Nestle Foods, Manitoba Telecom, and the US state of Delaware.

### Software Design and Development

- Redesigned Tourism BC's hellobc.com web site by integrating a Windows NT COM reservations database with Java/JSP to deliver real-time hotel availability resulting in a 200% increase in hotel bookings through the web channel.
- Gathered requirements and designed a data-warehouse gathering 40 data rows per second from lab testing equipment using ASP.NET, SQL Server, and MS Office objects to deliver real-time online reporting and analysis for QuestAir Inc resulting in reports in minutes versus a manual process requiring over 6 hours.
- Implemented an open-source (PHP/mysql) e-commerce store application in under two weeks for a technically inexperienced retail operation ([www.scienceline.net](http://www.scienceline.net)).

## Technical Consulting & Sales

- Surveyed hosted and packaged software applications to conduct online customer and product surveys for Hains-Celestial, sought client 'buy-in' for an open-source product which was then extensively customized resulting in a ROI of over 150% for the first year after implementation.
- Performed web application load testing using eSuite against hellobc.com's reservations engine (IPlanet, Resin, MS COM) presenting the results to Tourism BC's CIO and Cossette Communications' senior account managers, resulting in acceptance of a proposed application performance improvement project.
- Technical advisor to Clorox team and Tribal DDB to prioritize requirements and developed specifications and guidelines for Tribal DDB designers and developers in developing clorox.com.

## Experience

**Nexus Group Inc.**, Vancouver, BC  
**Owner**

1997 to Present

Creator and owner of this software development and consultancy company, participating in all stages of it's growth to 7 employees and contractors. Involved in all business activities including; securing business, developing software and databases, writing project specifications, and managing employees and contractors. Larger clients include; Ballard Power, Omnicom, BC Rail, HarperCollins, Nestlé, Clorox, and the US state of Delaware.

- Grew sales and client relationships, eventually offered a 6 figure buyout from Cossette Communications.
- Developed an ASP/VB-COM eCommerce store for eddies.com with real-time transaction processing resulting in online sales of approximately \$300/day.
- Developed a Java/JSP and Oracle promotional kiosk application involving web voting of video taken at remote sites and delivered over the web for Manitoba Telecom resulting in over 20000 votes being recorded. Bronze winner of 'Best Use of Interactive Media' at the 2003 Canadian Association of Promotional Marketing Agencies awards.

**Simon Fraser University**, Vancouver, BC  
**Guest Lecturer**

2001 to 2003

Delivered lectures entitled 'Databases for the Web' to classes of 15-30 students. Designed the lecture series, created the course topics, exercises, presentations, and graded students.

- Received over 90% positive lecturer and course evaluation reports.

**Cossette Communications Group**, Vancouver, BC  
**Acting Technical Director**

2000 to 2002

Developed and managed a large number of software projects for clients including Tourism B.C., Bell Canada, BC Hydro, Manitoba Telecom, and Intrawest. The requirements were for interpersonal skills in communicating with clients and responsibility for web software project management, technical strategy, design, and implementation.

- Successfully provided pre-sales technical strategic advice on redesigning the hellobc.com IPlanet/Resin Java reservation engine to win the contract.
- Defined requirements with Bell Canada and managed the development of a web application serving home and Windows CE device users which registered over 1000 users in a SQL Server database.

**Export Development Corporation (EDC), Ottawa, ON**  
**Business & Technical Analyst**

1996 to 1997

Managing and improving the automated credit application scoring model that provided decisions on issuing credit and insurance. Key responsibilities included translating user requirements into business rules and system specifications. Worked with developers, financial analysts, and managers to performing business needs/impact analysis on application and database enhancements, participating in setting development priorities with developers, developing and executing strategies, and being accountable for achieving project targets.

- Worked with internal and external clients to designed and test web-enabling (using ASP and COM objects) of the Ada credit-scoring model resulting in automatic approval of insurance requests in minutes rather than days. Developed MS Access departmental application with MS Excel reporting to track loans to sovereign states for amounts in the hundreds of millions of dollars.

**Human Resources and Skills Development Canada (Federal Government), Hull, Quebec** 1994 to 1996  
**Financial Officer & Network Support Manager**

Working in the Financial and Administrative Services division my role was to collect and perform analysis and testing of national departmental financial data. Responsibilities included financial analysis, development and communication of financial reporting procedures, and testing of the financial models. As a network support manager, responsibilities included daily management of network, deployment of software and hardware, setting security standards, documentation, and end-user support and training.

- Obtained government security clearance and bilingual status (French/English)

## Education

**Ecole Supérieure du Commerce, Rennes, France** 1996  
**Certificate, International Business**  
6 month international business studies at the Masters level (finance, marketing, European geopolitics, French language)

**Carleton University, Ottawa, ON** 1996  
**B.A., Management Information Systems**  
Two years of computer mathematics followed by two years of commerce studies with a concentration in information systems. Completed a self-directed studies course involving surveying student requirements, and then designing and setting up an advanced computer lab for higher year students.

**Strathclyde University, Glasgow, Scotland** 1994  
**Certificate**  
International exchange with Carleton University, 1 year. Subjects included (international economics, corporate finance, and organizational theory).

## Volunteer / Other

**National Institute of Health (Instituto Nacional de Salud Pública), Mexico** Jun-Aug 2003  
**HIV Economics Research**  
Investigated the relationship between HIV rates in women in developing countries and various social indicators. Gathered data and worked with leading HIV economics researchers to further understanding of possible data relationships. Additionally provided advice on web site related activities for the institute.

- Completed Keane 'Project Manager Development Program' course. Ottawa, On. 1996.