

BUSINESS LEADER

Business Leader with 25+ years of experience with a focus on IT Operations. Trusted advisor and liaison between business and technology teams. Expert in translating business issues into technological terms to deliver successful IT projects within large organizations. Highly skilled in facilitating and building teams and partnerships across a complex matrix organizational structure. Strong communicator who can deliver technical and business messages to all levels of audience, verbally and in written forms. Excellent Client Service and Customer Relationship Management with internal and external stakeholders at all levels of the organization. Develops innovative ideas for solving everyday problems more efficiently.

Skill Areas: *Talent acquisition ♦ Business competency ♦ Strong sense of cultural awareness ♦ Written and verbal communication skills ♦ Interpersonal communication skills ♦ Active listening skills ♦ Conflict resolution skills ♦ Honesty ♦ Analytical and strategic thinking skills ♦ Ability to plan and manage change within the organization ♦ Strong relationship-building skills ♦ Ability to coach managers ♦ Data-driven approach ♦ Client Management ♦ Reporting ♦ KPIs ♦ Requirements Gathering*

ACHIEVEMENTS

- **Online Job Market** – Launched an innovative online recruiting solution designed to empower employers by helping people. The online job market talent matchmaking service offers flexible options to employers and jobseekers looking to connect.
- **IT Essentials** – Launched a successful managed service business to serve clients looking for transformational change.
 - **Public Health Canada (PHAC)** – Played a critical role in the Canadian Border Testing Program to help keep Canadians safe from the effects of covid-19
 - **Shared Services Canada (SSC)** – Supported and integrated business processes with consolidated service management solution offered to government partners.
 - **Global Affairs Canada (GAC)** – Supported the migration to an upgraded ITSM environment that included service request management modules.
 - **Canadian National (CN)** – Implemented incident management processes for Positive Train Control to meet the necessary safety standards set by the Rail Association of Canada
 - **Halifax Transit** – Aligned Halifax Transit support model needs with consolidated service delivery solution.
 - **Ernst & Young** – Played a key role in the implementation of an ITSM Solution for a large mining company. Solution Implementation included Incident, Problem, Change and Asset Management modules.
 - **Hose Fittings Canada** – Led the transition of a serialized inventory solution from SAP to SAGE that significantly increased return on investment.
 - **HBM Integrated Solutions** – Optimized the operational processes to improve performance
 - **Landmark Development- Inventory/Audit** – Provided needs assessments by analyzing current business problems or opportunities of an organization.
- **ABM Integrated Solutions** – Implemented enterprise monitoring solution to help pro-actively manage assets and infrastructure for numerous clients. Improved efficiency strengthened customer satisfaction which led to increased business opportunities.
- **Keane Canada** – Transitioned Service Management team for a large financial firm from United States to Canada. Played a key role in creating and managing several operations and development teams. Performed a variety of services including upgrades, migrations, and support for new initiatives
- **Toronto Stock Exchange** – Upgraded enterprise monitoring infrastructure for the Toronto Stock Exchange and managed customers.
- **IBM** - Earned several promotions due to exemplary work performance. Led several initiatives to advance continuous improvement, competitive advantage, and profitable growth.

PROFESSIONAL EXPERIENCE

Online Job Market Halifax, NS (May 2017-Present)

CEO, HR Professional -

We offer a variety of strategic HR Solutions to employers and individuals. Our innovative approach makes it easy for employers and jobseekers to find each other.

- Act as the primary interface for issues and inquiries
- Ensure that the appropriate talent is sourced to meet business needs within an increasingly competitive market
- Assist in the effective and timely implementation of HR processes across the business areas; including performance management, talent review, succession planning, promotions and development; and the annual performance review and compensation processes
- Ensure the effective implementation of business-driven HR policies, whilst ensuring compliance with all appropriate local laws and regulations
- Design and implement new HR policies and practices
- Commit to innovation and continuous improvement
- Proven experience of influencing senior managers and heads of businesses
- Work effectively in a highly matrixed, global environment
- People strategy, diversity planning, performance assessment and improvement,
- Talent management, workforce planning, compensation, change management, productivity improvements, organizational design and structure
- Identify the current and future needs of the business and develop/lead HR strategies, priorities, plans and interventions to ensure successful results
- Coach senior leaders to help them strengthen their people leadership skills. Serve as a sounding board and confidante during difficult interactions and business situations
- Experience as an HR Business Partner and/or strong people/team leadership skills
- Strong business knowledge; strategy, product, marketing, finance, operations, etc
- Knowledge of full range of people practices in a business setting; goal setting, performance assessment and improvement, compensation practices, talent review and talent management, workforce planning, attendance and leave practices, reductions in force
- Technically proficient in MS Office Suite – including advanced spreadsheets, databases, Powerpoint and exposure to other technology systems
- Translate business strategies/priorities/goals into people strategies/priorities/goals
- Address people/business situations, sort through the facts, develop alternatives and make sound recommendations.
- Negotiate with senior leaders to gain their consensus and strong commitment for action
- Present and discuss issues at senior leader meetings and events
- Provide HR consultancy support to clients at all levels – supporting management teams to improve the capability of the organization, drive growth and reduce cost through implementation of effective people management strategies
- Support the delivery of effective and efficient Employee Services through a detailed understanding of HR Operations, guiding clients on what we offer and connecting them with internal subject matter experts to assist with specific situations as necessary

IT ESSENTIALS Halifax, NS (Aug 2010-Present) **Founder & CEO**

We improve business performance by addressing the IT and business agendas together. We work directly with senior leaders and others to create a more effective IT organization. Our efforts drive process improvements throughout the organization to better support and deliver transformational business change.

PROJECTS

Public Health Agency of Canada (PHAC) Halifax, NS (Aug 2022-Nov 2022) **Senior Business Analyst**

Coordinate and convene partners to resolve operational issues. Act as the focal point for testing operations and issues management. Work with other teams to develop regular, relevant, and well understood operational reporting. Identify where automated systems requirements are needed to enable testing processes at various points of entry.

Shared Services Canada (SSC) Halifax, NS (Jul 2021-Nov 2021) **Senior Business Analyst (Contract) -**

IT Service Management (ITSM) solution to accelerate the Government of Canada's adoption of standardized enterprise ITSM processes. an automated self-serve portal showcasing its modernized online product and service catalog and real-time order tracking for the Government of Canada's departments and agencies and more than 300,000 users.

Global Affairs Canada (GAC) Ottawa, ON (May 2019-Jul 2019) **Senior Business Analyst (Contract) -**

IT Service Management (ITSM) solution upgrade to BMC Remedy 9.1. Access to an automated self-serve portal showcasing a modernized online product and service catalog and real-time order tracking.

Canadian National Railway (CN) Montreal, QUE (July 2018-Dec 2018) **Senior Business Analyst (Contract) -**

Interoperability testing with tenant railroads so they can operate Positive Train Control (PTC) on CN's 35 subdivisions equipped with PTC in the United States. CN also announced that the Federal Railroad Administration (FRA) has approved and certified CN's PTC system. These important achievements underscore CN's continued progress in deploying technology.

Halifax Transit Halifax, NS (Feb 2015-April 2015) **Senior Business Analyst (Contract) -**

The Halifax Transit Technology Roadmap identified all technology-enabled business initiatives required to support its key business drivers, to improve service quality and customer satisfaction.

Ernst & Young Halifax, NS (May 2013-Jan 2014) **Senior Business Analyst (Contract) -**

Delivered improved business performance by addressing the IT and business agendas together. Drove process improvements throughout the client organization to better support and deliver transformational business change.

PROFESSIONAL DEVELOPMENT & CREDENTIALS

Education and Certification

- Degree in Business Information Processing, Holland College, 1994
- Certificate in Supervisory Development, Saint Mary's University, 2006
- Certified Information Technology Infrastructure Practitioner (ITIL), 2007
- Certified Citrix Administrator (CCA), 2008
- Certified Citrix Sales Professional (CCSP), 2008
- Centre for Entrepreneurship Education and Development graduate, 2010
- Certified Project Management Professional (PMP), 2015
- Certified Enterprise Architect (TOGAF), 2016
- Forum for International Trade Training graduate, 2021
 - Feasibility of International Trade
 - International Market Entry Strategies
 - Global Value Chain
 - Products and Services for a Global Market
 - International Trade Finance
 - International Sales and Marketing
- Marketing in the New Digital Era, Strategy Up, 2021
- Content Marketing for Business, Niche Workplace Education, 2022
- HR 101, 2023
- HR as a Business Partner, 2023
- Recruiting with Social Media, 2023
- HR ESSENTIALS, 2023