

Mark E. Geres: Well Trained & Accredited in Project Management  
Located in Canada's National Capital Region | Ottawa-Gatineau | Ph: 1.819.827.2558



To view additional information and updates to this resume please visit » <https://pmbydesign.ca/>

**I have an affinity for business projects—delivering new capabilities such as business processes, new assets, systems, functions, services or sets of working practices.**

**Profile Summary | My knowledge, training and positive dispositions can help reduce risk exposure and increase the probability of project success!**

Four years of post-secondary studies, including Project Management—PMI® PMBOK-based; Marketing Management; Business Administration; Computer Programming and Networks; and APICS®, CPIM Production & Inventory Management at Algonquin College of Applied Arts and Technology and CÉGEP (collège d'enseignement général et professionnel).

A project's success is measured by product and project quality, timeliness, budget compliance, and degree of customer & stakeholders' satisfaction.

My value propositions? The three Es can be a starting point—economic, effectiveness and efficiency benefits!

For example, client retention and generating repeat revenue, profitability—making sure that revenue stays ahead of the costs of doing business, and reduction in employee turnover costs—maintaining a productive and positive workplace environment that improves employee retention!

An individual of refreshing candor, an exceptionally conscientious practitioner/specialist who works honorably and with dedication; I foster project management success—by design. Continuous learning and putting knowledge into action are hallmarks of my work! Speaking "truth to power" is important to me. I believe that effective enterprise/corporate-level management oversight and governance require me to be transparent, honest and fair at all times.

Adaptable, trainable and trustworthy, I am a well-trained and accredited Project Management practitioner/specialist. Having earned PMP®, MoP® - Portfolio Management Practitioner, PRINCE2® Project Management Practitioner and ITIL® IT Service Management, Foundation accreditation—I have a good knowledge-base of tactical and strategic project management theory, frameworks, techniques, methodologies, foundational standards, practice standards and good/approved best practices.

## Delivering Successful Projects Is Important to Me

Project resources—people, money and material goods, etc.—are precious. Reducing waste, improving organizational performance and fostering customer service excellence are entrenched in my personal values. The ultimate purpose of effective project management is to create a continuous stream of project successes.

## What Am I Looking for in My Next Job or Work Assignment?

### Teamwork / Delivering Business Projects with an IT Component

- **Project Control** or **Project Administrator** role. To support a project, program or project portfolio manager to take over some of the routine administrative tasks that need to be done.
- **Project Manager** or **Delivery Lead** responsible for successful execution of assigned business and IT-enabled projects.
- **Advisor** or **Analyst** (within a Project Portfolio Office). Capacity management, capacity planning, supply and demand management, supply and demand optimization, capability assessment, capability development, performance reporting and analytics. E.g. CA PPM (formerly CA Clarity™ PPM) and/or Microsoft Project Server enterprise project portfolio management tools.

**AVAILABLE  
NOW**

A grey, starburst-shaped badge with the words 'AVAILABLE' and 'NOW' in bold, black, sans-serif font.

**NB (1):** Read and discover more about the [representative functions/processes of project management](#) for which I am knowledgeable & well-trained.

**NB (2):** Employee or Independent Contractor? I much prefer an Employee designation but, if required, I have an incorporated company, "PM by Design Canada Inc." in place for Independent Contractor scenarios.



## Competencies That Often Underlie My Successful Performance at Work

### Business, Management, Technical, and Behavioral

**Procedures and Tools.** Ability to understand and apply established policies and procedures, tools and technical requirements to the project.

**Strategic Thinking.** Ability to analyze the future impact of decisions by taking a big-picture approach, and to strategically position the project within the business to relate to short and long-term objectives.

**Client Focus.** Understand who the client is and what the client's current & future needs are; be able to provide realistic expectations and to reach agreement with the client from the project's outset.

**Values, Ethics, & Professional Conduct.** Fostering and supporting the principles and values of the Project Management Institute (PMI®).

**Creative Thinking.** Questioning conventional approaches, exploring alternatives and responding to challenges with innovative solutions or services, using intuition, experimentation and fresh perspectives.

*Delivering successful projects is important to me! The ultimate purpose of effective project management is to create a continuous stream of project successes.*

*Bringing Together Project Stakeholders, Technologies, Ideas, and Information*



### *15+ Years' Work Experience—an Insightful Mix of Private and Public-Sector Organizations*

**Business projects with information and communication technology (ITC):** Operations & supply chain management, Manufactured products, Business systems and processes | End-to-end satellite and hybrid satellite/terrestrial wireless data products/services | Invoice & statement production, relationship marketing, and collateral fulfillment | Project offices (PMOs/Centers of Excellence) | Deployment of IP-based telephony (VoIP) services.

*Innovation is My Strength; It's My Way of Working! It's an attitude of enthusiasm and curiosity. It's about observing what we currently do and wondering how it can be done better.*

- **PMP®**, **MoP®** Portfolio Management Practitioner, **PRINCE2®** - Project Management Practitioner and **ITIL®** IT Service Management, Foundation accreditation.
- **Memberships:** Project Management Institute, ID# 958851; The Association for Supply Chain and Operations Management (APICS), ID# 1234057; and International Institute of Business Analysis, ID# 42222; Toastmasters International, ID# 1063057
- **GC Level II (SECRET) clearance** | Proficient in both official languages — **Bilingual English/French GC Level CBB**
- **Education:** Four years of post-secondary studies, including Project Management—PMI® PMBOK-based; Marketing Management; Business Administration; Computer Programming and Networks; and APICS®, CPIM Production & Inventory Management at Algonquin College of Applied Arts and Technology and CÉGEP (collège d'enseignement général et professionnel)

*Many project challenges and failures catch executives by surprise. But not all such surprises are truly unforeseeable — if you know where to look.*



## WORK HISTORY

**Technical Specialist**, Shared Services Canada, HQ, Ottawa, ON  
Project Management Centre of Excellence, Project Management & Delivery Branch October 2017–April 2018

- Providing support to the Project Governance & Oversight Division's Project Review and Oversight (PRO) Team as well as working with the Project Management Enablement Division's Team Lead on the CA Project & Portfolio Management (CA PPM) | Enterprise Portfolio System (EPS).

**Technical Specialist/Portfolio Management Analyst**, Shared Services Canada, HQ, Ottawa, ON  
Project Management Directorate, Networks & End Users Branch June 2015–October 2017

- Elicit, analyze, communicate, and validate requirements for development and changes to project portfolio management processes, policies, and information systems | Apply portfolio management accepted good practices | Improving stakeholder engagement and communication. | Promote collaborative working in pursuit of the organization's strategic objectives | Greater benefits realization and return on investment | Safeguarding that limited funds and other constrained resources are allocated to optimize strategic impact | Deliver and maintain strategic alignment.

**Technical Specialist/Project Manager**, Shared Services Canada, HQ, Ottawa, ON  
Telecom & Cyber Security Projects Directorate, Projects & Client Relationships Branch June 2012–May 2015

- Build and deliver national modernization projects with overall project costs of \$6M+ associated with the implementation of Government of Canada's Economic Action Plan (EAP) as part of the Deficit Reduction Action Plan (DRAP). Transformation of telephony/voice services. The migration from traditional "desktop" landlines to more modern alternatives, namely Voice over Internet Protocol (VoIP) and cellular services. Supporting modernization efforts, service delivery improvement to reduce costs (e.g. elimination of unused lines). Contributing to planning and decision making, and liaising with project stakeholders to collect and disseminate project information. Monitoring progress toward achievement, against measurable project goals and objectives. Collaborating with team members and stakeholders to develop project collateral and project artifacts. Actively participating in project work groups and providing recommendations to achieve goals.

**Project/Program Officer**, Canada Border Services Agency, HQ, Ottawa, ON  
Program Management Unit, Planning and Performance Management, Programs Branch October 2011–June 2012

- Maintain & evolve a new Agency-wide national management business model for the Branch. A model that entailed the identification of key national functional activities in the field. Each of these activities had a related centre in Headquarters that was responsible for setting annual national program performance for each activity; for allocating adequate resources to ensure the field can deliver the performance; and monitoring the performance throughout the year. The goal of this model was to ensure, on a national basis, disciplined performance and resource management according to clear expectations.

**Project/Program Officer**, Canada Border Services Agency, HQ, Ottawa, ON  
Project Support and Control Office (PSCO), eManifest July 2011–October 2011  
Project Control Office (PCO), Programs Branch April 2010–June 2011  
Project Management Office (PMO), Innovation, Science & Technology Branch May 2007–March 2010

- Maintain and evolve project management processes and templates — ensure alignment with Chief Information Officer Branch, Treasury Board of Canada Secretariat. Researching, analyzing and drafting discussion papers, briefing notes, reports, presentations and facilitating information sessions/workshops. Guiding, encouraging, supporting project management practitioners & stakeholders and providing project management oversight to support the successful completion of project life cycle processes and outputs (deliverables). Relationship building, breaking down silos, promoting cooperation, facilitating communication between individuals and groups. Project Management Information System (PMIS) design, analysis and reporting. As part of the PMO team, participated in new Treasury Board Secretariat policies for the management of projects, Group 1 Departments (PILOT). Reviewing supporting instruments to ensure that they are sufficiently robust and appropriate to support implementation activities beyond the pilot. Including, project management processes/templates and Project Complexity and Risk Assessment (PCRA) and Organizational Project Management Capacity Assessment (OPMCA).

## PRIVATE SECTOR JOBS (NOVEMBER 1999—MAY 2007)

- **Production & Manufacturing Specialist/Marketing Analyst**, VISTAR Telecommunications | End-to-end Satellite and Hybrid Satellite/Terrestrial Wireless Data Products/Services, Ottawa ON
- **Project Manager**, Doculink International Inc. | Invoice & Statement Production, Relationship Marketing and Collateral Fulfillment, Ottawa, ON
- **Consultant/Project Manager**, Enterprise Systems & Solutions Group Inc. | Information and Communications Technology, Gatineau, QC
- **Project Manager**, Xmark Corporation (VeriChip) | Radio Frequency Identification (RFID) Solutions, Ottawa, ON



## EDUCATION/CONTINUOUS LEARNING

Four years of post-secondary studies, including Project Management—PMI PMBOK-based; Marketing Management; Business Administration; Computer Programming and Networks; and APICS, CPIM Production & Inventory Management at Algonquin College of Applied Arts and Technology and CÉGEP (collège d'enseignement général et professionnel)

<b>PMI National Capital Project Management Symposium</b> , Project Management Institute, Ottawa, ON	2017-18
<b>MoP® Portfolio Management, Foundation &amp; Practitioner</b> , SOMOS- PR-02 (Scotland) Ltd., Ottawa, ON	2015
<b>Fundamentals of Business Analysis (BA) Course</b> , ACAAT, Ottawa, ON	2013
<b>BA Accelerated Requirements Elicitation &amp; Analysis (Using Visual Models) Course</b> , ACAAT, Ottawa, ON	2013
<b>Project, Program, Portfolio Management (APMG-International Showcase Canada)</b> , Ottawa-Toronto, ON	2012-13
<b>Business Analyst (BA) World - Ottawa, 2-day Symposium/Conference</b> , DBCC, Ottawa, ON	2011
<b>Preparing a Business Case Course</b> , Canada School of Public Service/TBS CIOB, Gatineau, QC	2011
<b>PRINCE2® - Project Management, Foundation &amp; Practitioner</b> , SOMOS-Advantage Learning, Ottawa, ON	2011
<b>Exam Prep for the PMP® Exam</b> , Cheetah Learning, Ottawa, ON	2010
<b>ITIL® - IT Service Management, Foundation Certification Course</b> , Learning Tree International, Ottawa, ON	2010
<b>Project Management Certificate</b> , PMI PMBOK-based curriculum, ACAAT, Ottawa, ON	
<b>Computer Programming and Networks (AEC)</b> , Cegep, Gatineau, QC	1998
<b>Business Administration, Business Certificate – Major in Marketing</b> , ACAAT, Ottawa, ON	1990
<b>Project Estimating and Scheduling Course</b> , International Institute for Learning, Ottawa, ON	2008
<b>Forecast Scheduling with Microsoft Project Course &amp; PM Symposium</b> , PMI OVOC, Ottawa, ON	2008
<b>Introduction to Process Mapping Course</b> , Excellence Canada (National Quality Institute), Ottawa, ON	2009
<b>Change Management - Fundamental Strategies for Successful Change Implementation Course</b> , D.K. Neely and Associates Inc., Ottawa, ON	2008
<b>Writing Briefing Notes Course</b> , Canada School of Public Service, Ottawa, ON	2008
<b>Professional and Technical Writing Skills Course</b> , University of Ottawa, Ottawa ON	1992