

I reduce risk exposure and increase the probability of project success!

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Profile Summary

Resourceful & knowledgeable, I am a well-trained and accredited Project Management practitioner/specialist and Knowledge Management aficionado. 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.

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 project & knowledge management 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 requires me to be transparent, honest and fair at all times.

Potential Job Roles That Fit My Background and Experience

DELIVERING BUSINESS PROJECTS WITH AN IT COMPONENT

- **Project Control** or **Project Administrator** role. To support a Project Manager or Program 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-Analyst** or **Officer** (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. Learning & Development: I'm seeking boundless opportunities to develop as a subject-matter-expert with CA PPM (formerly CA Clarity™ PPM) and/or Microsoft Project Server enterprise project portfolio management tools.
- **Knowledge Management Project Delivery Administrator/Manager/Lead.** Responsible for successful execution of assigned knowledge management (KM) projects. A classic one-line definition of Knowledge Management (Davenport, 1994) is: "Knowledge Management is the process of capturing, distributing, and effectively using knowledge.", FYI



AVAILABLE
NOW

N.B. Read and discover more about the representative functions/processes of project management for which I am knowledgeable & well-trained.

N.B. 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 (Business, Management, Technical, and Behavioral) That Often Underlie My Successful Performance at Work

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 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). 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
 Project Control Office (PCO), Programs Branch
 Project Management Office (PMO), Innovation, Science & Technology Branch

July 2011 – October 2011
 April 2010 – June 2011
 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)

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