

Experience Summary

Extensive experience in program management, product management, and development process management in a leading edge technology environment. Concentration in the implementation and improvement of product development processes in high technology. I have also consulted in the innovative application of electronic processes to facilitate meetings and business processes. Currently I am serving as a versatile handyman to homes and small businesses.

Personal Profile

- Expert in methods to manage meetings, processes and program/project decisions;
- Broad experienced in business system management roles;
- Expertise in technical and managerial aspects of software product development lifecycle (e.g. objectives, planning, risk management, specifications, development, verification, delivery, deployment, support, evolution, documentation, financial management and reporting);
- Excellent in managing and delivering complex programs, processes, and documentation on time with excellent quality;
- Experienced in implementing ISO 9001 and various quality initiatives;
- Fluent English communication in all media;
- Communicates effectively with both technical and non-technical personnel;
- Team oriented – open collaborative working style;
- Adept at learning and applying technical skills;
- Excellent interpersonal skills as a team member, team leader, and supervisor;
- Innovative and objective problem solving skills;
- Responsive and adaptable to changing circumstances;
- Excellent focus on customer and deliverables;
- Works well under pressure, dependable, maintains positive attitudes.

Employment History

Meeting Excellence

President & Owner

2005-present

Currently providing handyman services to homes and small businesses. Versatile in scope of services and notably a practical problem solver for clients. Since April 2008, the Ottawa franchisee for [Kwik Kloset](#) subcontracts all installations to myself. I'm well prepared and equipped to assure quality and value in improvements, installations and repairs. I also provide computer and network support services to small businesses and individuals. I also support the non-ecommerce web sites that I have developed.

Home Depot

Hardware Associate

2005

Retail customer service as a peak season employee in the hardware department.

Meeting Excellence

President & Owner

2002-2004

Meeting facilitation services consulting. The customized application of electronic processes to clients' varied meeting and decision process requirements was a noteworthy distinction from other suppliers of facilitation services.

Nortel Networks

Business Management System Development & Assurance

1998-2000

Within the Carrier Solutions Technology group in Ottawa, an organization that encompassed approximately 1600 product developers and support personnel –

- Researched, analyzed and planned upcoming implementation of a new quality standard for the telecommunication industry (TL 9000);
- Implemented internal and external quality audit program associated with ISO 9001 registration. Reduced audit effort within the organization by 75%. Team was nominated for an excellence award.
- Developed and deployed improvements and simplifications to the business management system.

Northern Telecom

Software Process Engineer

1997-1998

Within the Public Carrier Networks group, an organization that encompassed approximately 2000 software developers and support personnel –

- Team lead for key initiatives in software development process and quality improvements;
- Achieved productivity improvements leading to cost savings in excess of one million dollars per year;
- Initiated and developed a new suite of documentation standards and templates for use by all product development stakeholders and customers. Successfully deployed world wide without reported defects;
- Established baseline prerequisites for migrating the DMS development environment to new technologies;
- Demonstrated initiative, commitment, project management, change management, multi-site and multi-disciplinary teamwork;
- Included early Y2K readiness initiatives.

Product Management Process Evolution Prime

1996-1997

Responsible for evolving product management and development processes that were successfully deployed throughout Nortel's switching products divisions –

- Led a multi-site and multi-disciplinary team that evolved high level design and documentation processes;
- Developed and deployed the Unified Development Release processes for content management. This initiative measurably improved capability maturity, and greatly reduced the ongoing program management costs.
- Implemented process and toolset changes that enabled iterative development cycles within software release cycles, while reducing cross-impact risks between separate development projects. This reduced the time to market and improved product quality.

Platform Development Release Management Process Specialist

1993-1995

- Established release management processes and tracking tools for new product development programs.
- Directed several initiatives in the implementation and improvement of product management processes and tools, such as program control databases and reporting tools.

Bell Northern Research

1974-1993

Held various program/project management roles within the switching systems development organizations. Key accomplishments focused on: managing program release content and development progress, developing and implementing associated processes, release documentation, metrics, databases and reporting tools. Responsible prime for implementation of several development process change initiatives.

Education and Professional Development

Business Administration, Honours Management, Algonquin College - 1974

Management Transition – 1982

Leadership & communication skills – various

Project Management – various

Problem solving & decision making – various

UNIX – various

C programming – various

Pascal Programming – 1981

Telecommunications technologies – various

ISO 9001 & Process Improvement

Software Quality Assurance

Business Management Assessment (Baldrige)

Meetingworks Advanced Training

Software & Applications

Meetingworks (meeting and decision support software suite)

Collaborate 101 (web based groupware for editing outlines or conducting surveys)

Microsoft & Corel office suites

Databases: GERM (Nortel in house proprietary), Filemaker PRO, Access

Adobe: FrameMaker+SGML, Acrobat Professional

CP/CMS (batch, EXEC, REXX, Script)

PLS (Nortel's Program Library System)

Remedy (ProSTAR)

Web site development & management : NetObjects Fusion, Expression Web, TopStyle 3, etc.

Graphics: Photoshop, Jasc Paint Shop Pro, Corel Draw suite, etc.

Unix: C, shell script, PERL

Intuit QuickBooks

Pascal

Lotus Notes

Hardware Environments

IBM mainframes

SUN workstations

Hewlett Packard 9000 series UNIX workstations

IBM PC

Unix Apache & Windows servers

Apple Macintosh

Honeywell Ademco Vista Security System Programming

Personal

I apply leadership, policy, program and teaching skills in the volunteer community.

Over the years I have held positions in:

- Ottawa YM-YWCA Board of Directors
- Ottawa Y Canoe-Camping Club (executive, leader, instructor)
- Ottawa Valley Golden Retriever Club executive
- National Capital Coalition for People and Dogs (co-founder & co-chair)
- Ontario Recreational Canoe Association (lake water & white water instructor)
- Christian Service Brigade (Youth leadership)
- Project 4000 Refugee group executive
- Canadian Ski Patrol