

Introduction

I have been involved in the technology industry since 1980. Throughout my career I have gained an extensive knowledge of business process, a variety of technologies, and project management principles.

Primarily I have been involved with voice telecoms, with the majority of this time directly with contact centres. With the integration of technology though, I have extensive knowledge in client/server architecture, LAN/WAN architecture, networking, databases, and modern web design.

In all of my roles I have been able to exemplify leadership through direct team management, as a team lead, or as a technical expert. My understanding of business process concepts is extensive, in continuous evolution, under constant review, refinement, and implementation. This has been reinforced by certification in ITIL v3 Foundations.

I provide solutions to the challenges created in today's global work environment, whether that be at a business or technical level. This will be accomplished by; applying strong analytical skills; applying my extensive experience coupled with innovative thinking to apply the appropriate technology and process; using a creative methodology for problem solving; having excellent organizational skills; maintaining a broad base of general knowledge; and invoking my unwavering passion for creating the best possible solution.

In short, I provide valued experiences through consulting, project management, system management, system design, process design, training, technical and business system analysis.

Holding valid passports for each country, I am a citizen of both Canada and the United Kingdom.

Professional Experience

Systegral - (Pickering, ON) 2002 to present
Director

Providing business or technology solutions that are progressive and forward thinking, thereby providing customers the best products or services.

Present activities include; financial asset management with a technology focus; beta software testing; database design; and small business network consulting.

Indivica - (Toronto, ON) 2011 to 2013
Contract position: Systems Engineer

OSCAR is an electronic medical records (EMR) software product designed for physicians that are in family practice offices. It is a web based application, running on redundant Linux (Ubuntu) servers. This is supported with commercial grade power, surge, and networking equipment.

The two key primary responsibilities in this role were as a **Project Manager** and a **Systems Engineer**.

The **Project Manager** activities included; customer meetings, definition of the project objectives, outline all requirements, plan the detailed project schedule, identify the necessary resources with their associated deliverables, ensure required pre-requisites have been completed; manage the overall project through to completion; and ensure overall customer satisfaction.

The **Systems Engineer** responsibilities were; network design, including wireless network evaluations; physical system installation with initial data programming to the EMR servers; knowledge transfer to the support team; and handling of ongoing support cases as required.

Secondary responsibilities were to; provide subject matter engineering expert assistance to the sales, service, and support teams; to lead regular reviews of installation practices, processes, documentation, and the tools available to the team; and to maintain the system process documentation.

Specific **engineering** responsibilities were to; research, select, design, and source the supporting infrastructure package to provide robust commercial grade power, surge, and a network environment to

support the EMR servers; to develop the Cisco IOS router/firewall programming for both single office deployments and complex multi-office isolated network environments, using the Cisco 881/891 Integrated Services Routers at the core network, along with Cisco network switches on the periphery; and to perform analysis on any component failures in order to ensure continuous system improvement.

Other responsibilities included the purchasing and inventory management of the infrastructure equipment.

Other Professional Experience

Additional professional experience is fully detailed at https://systegral.com/tmc/cv_index.php.

Systegral	2010 to 2011
TELUS	2006 to 2010
Loyalty Management Group	2005 to 2006
RBC Financial Group	2004 to 2005
Systegral	2002 to 2004
TMC Solutions, Ltd. (UK)	2000 to 2002
Intria / CIBC Insurance	1997 to 2000
<i>International Travel</i>	1995 to 1996
Ontario Hydro	1990 to 1995
Independent Contractor	1988 to 1990
<i>International Travel</i>	1987 to 1988
Bell Canada	1984 to 1986
University Co-op Workterms	1980 to 1983

Education and Professional Affiliations

Additional information is detailed at <https://systegral.com/tmc/edu.php>.

B.A.Sc (Electrical Engineering - Management Science Option) - University of Waterloo - 1984

Licensed Professional Engineer (Professional Engineers Ontario)

Institute of Electrical and Electronic Engineers (IEEE)

Project Management Institute

References

Available upon request.