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| **Mr. Frederick Pearson** |  |
| **Role Description** | Cloud Solution Architect |
| **Resource Profile** | Mr. Pearson is a certified Microsoft Professional, and CRM Enterprise Architect with broad range of experience that spans Information Technology Management, Application Systems Development, network architecture and technology, cloud–based architectures, and software design development. For the past 10 years, Mr. Pearson has focused on enterprise scale architecture for complex custom systems using .NET, NodeJS, and supporting frameworks and tools as well as implementing Power Platform with Dynamics 365 Applications and Public Facing portals as well as deploy, automate, and configure Azure workloads for Protected B cloud.  Mr. Pearson has focused his solution architecture and business transformation expertise on environments supported by numerous frameworks and technologies such as .NET Core, Standard and Framework, NodeJS, Python, Java and enterprise systems such as Microsoft Dynamics 365 and related technologies (Power Automate family including PowerApps Portals). He has led or participated in all aspects of solution architecture including IM/IT platform design, Azure DevOps pipeline automation (including DevSecOps including implementing SAST technologies within the pipeline as well as automated security tests) Microsoft system component design and integration, network design, and software solution design. He has also worked on major migrations from the on–premise suite to the PaaS & SaaS services within Azure and M365 with integrations to on premise systems.  Mr. Pearson’s experience includes projects in client relationship management (CRM), case management, web applications, custom .Net applications, report writing, architecture governance, database development, management systems, migrations, and lead large built teams for enterprise software implementations. He provides the senior Architecture and full stack development leadership required to achieve major projects for both on premise and cloud workflows as well as architect integrations to other system. The list below provides an overview of his proficiencies and experience:   * The work experience covers the various facets of software systems starting from Enterprise and Application Architecture design and leadership, system analysis, system design, development, customization, performance tuning, technical documentation and user training. * Proficiency in Software Development Life Cycle (SDLC) and AGILE methodologies of development process and automating the build process and designing complex . * Experience with implementing release pipelines for Power Platform, B2C and custom solutions using Azure DevOps pipelines, GIT, PowerShell, Bash and YAML scripts * Experience with implementing Protected B level guardrails in Azure, M365, and the Power Platform * Functional domain experience includes Case management systems, Grants and Contribution information systems, Client/Contact management systems and financial systems. * Experience with integration of the WET accessibility toolkit within the PowerApps framework for every portal type offered within the platform * Experience with integrating GCKey SAML 2.0 authentication using Azure B2C and Shibboleth to meet all the CATS 2.0 compliance requirements * Experience with architecting secure Government Azure Cloud services, including enterprise scale and hub and spoke * Experience with implementing Application Gateway services, Azure Front door and Layer 7 protection using web application firewall policies and automating the deployments of these * Experience with creating OpenID Connect and SAML 2.0 interfaces with Azure with MFA for “password less” authentication and higher levels of assurance * Experience with managing large Government development projects (over 10 million) in Azure, M365 and Power Platform with integrations to on premise systems * Proficiency in automation of build processes and implementing DevSecOps for large organizations to achieve higher compliance with ISO standards and enterprise SDLC secure development operations. * Experience in developing portal technologies using Azure services including but not limited to Web app for containers (using docker), Kubernetes, azure logic apps, azure functions (serverless technologies) and the Power Automate Platform (PowerApps Portals) * Experience with orchestrating Azure Resource Groups using ISO blueprints and automating the provisioning of SaaS instances using the Azure shell and ARM templates (scaffolding). * Experience with leading Architecture working groups to help organizations organize themselves around all of the dependencies required for implementing large scale enterprise Cloud applications * Experience with integration of theme frameworks such as WET into Power Apps * Experience with implementation Single Sign On using Azure B2C for both GCCF (Government of Canada SSO) and other identity providers such as Google, Facebook, etc. * Experience with providing and leading SA&A refinements and evidence gathering exercise * Experience with configuring the automation of invoking Azure functions and alerts using the Azure service bus * Experienced in XML/JSON Web Services (REST, GraphQL, SOAP, WSDL) and Service Oriented Architecture [SOA] concepts using .NET Framework/Core, NodeJS, Ruby on Rails, and other client–side technologies (e.g. react, angular, ember, vue.js, handlebars) * Knowledge of different reporting tools (SSRS). * Knowledge of different Dynamics 365 data conversion tools (SSIS ETL, Kingsway SSIS CRM Integration, Scribe) * Experience with implementing DocuSign for external and internal digital signatures * Hands–on experience on Microsoft Azure cloud platform with Azure DevOps (implementing defense kits and deploying infrastructure and configurations to both Azure PaaS and IaaS services. * Hands–on experience on Microsoft 365 with Azure DevOps (implementing defense kits, implementing auto deployment of configurations to the Power Platform (flows, portals, Dataverse solutions, d365 solutions, and Azure B2C). * Experience with building and deploying Docker Containers (in the Azure container registry and other Docker hosts) and Azure App Services * Experience with developing for Mobile on the iOS and Android platform (using Swift, Objective C * Experience with implementing OAUTH 1.0 and 2.0 authentication and Open ID connect in .NET framework, .NET CORE, and Node JS applications * Experience creating presentations and present to various stakeholders, and facilitate meetings, lead architecture working groups and discussions * Experience performing analysis and development of architecture requirements design, process development, process mapping and training * Experience with developing high performant and security integrations to Azure using Azure Service Bus and developing adapters (to replace Biztalk for Protected B integrations) * Experience with Implementing Redis for server-side caching and MongoDB to support .NET core and Node JS persistence storage to optimize performance * Experience facilitating the definition of business strategy and processes in support of transformation and change management activities * Experience participating in change impact analysis and change management activities. * Experience participating in organizational realignment. * Experience analyzing and develop "critical success factors"; and * Experience participating in the development of training and coordination with other stakeholders. |
| **Language** | English/ French |
| **Security Clearance** | Level:  Secret  File No:  95-15-6200  Expiry:  2028/11/30 |
| **Education:** | * Carleton University – Bachelor of Commerce with Honours – Management Information Systems. 2011 |
| **Professional Development** | * Microsoft Certified Professional 2018, * Azure Foundations 2021, * Power Platform Foundations 2021, * M365 Foundations. |

Professional Experience

Project 1: Elections Canada Aug. 2023 – Present

PERS Product on Enterprise Portal Project (Power Platform Enablement with Power Pages Site)

Role: Sr. Application Architect

Implementation of a modernized web portal and CRM application back-end, for the purposes of web-based registration of Political Entities working within Political Parties across Canada.

* Operationalized the Power Platform SaaS service components in the Elections Canada production tenant.
* Customized the Canada.ca WET Theme to the Elections Canada CLF.
* Designed and implemented the Power Apps ALM / CoE toolkit framework so the organization can evolve to a full centre of excellence and intake model for Power Platform.
* Designed and deployed Power Platform Dataverse environments to support the Dev team’s design for managing the various components of the PERS application.
* Provisioned Azure services such as Azure B2C CIAM; Azure KeyVault; Azure Blob storage; Defender for Cloud templates; Azure Sentinel monitoring templates, Azure Log Analytics, etc. within a newly formed Azure Subscription.
* Designed the Customer Identity & Access Management (CIAM) solution using Entra External ID & Azure B2C for the PPEP Project and future portal authentication requirements to come at Elections Canada.
* Constructed the portal template for the Development team to leverage for the building of their pages in Power Pages.
* Implemented storage capabilities in Dataverse and integrated with Dynamics 365 to host PPEP application components and a document repository provisioned in SharePoint Online.
* Developed the data integration model for cloud to ground data storage sets within the Elections Canada on-premises data centre.
* Provided the monitoring templates with Azure Log Analytics, and security monitoring integration with SIEM.

Project 2: FINTRAC Jan 2022 – Present

Case Compliance System (D365 Customer service module & Power Pages)

Role: Lead Architect and Developer

Implementation of modernized financial institution compliance case management system implemented in the Power Platform:

* WET Accelerator install and upgrade
* Theme localization for Power Pages
* SRTM Evidence gathering & ARB material preparation and presentations for approval
* DocFX Technical Documentation Implementation for staff security stakeholders (same framework as MS Docs)
* Establish all Power Platform Conventions (naming, ALM/SLDC, documentation cadence)
* Operationalization of the Power Platform
* Data migration from legacy oracle CRM to Dataverse CRM using ETL and .Net Core
* Total cost of ownership analysis
* Development of Model Driven Apps for the various personas (teams -> security roles -> AAD RBAC integrations)
* Development of supporting services such as KeyVault, log analytics workspace, azure monitor, diagnostics, billing policies (Dataverse policies to pay as you go subscriptions) and Azure B2C/Entra External ID for SSO (invite only) for all Canadian financial institutions
* Development of SSO (in B2C) to meet CATS 3.0 requirements (latest. OIDC specifications) and Government of Canada theming
* Development of automated pipelines to deploy all workloads for Power Platform and supporting azure services
* Integration of RBAC (AAD) to Dataverse environments & the application layer (CRM teams)
* Development of test scripts and integration of the Power Platform CLI into our ALM to verify developer solution merges and patches for best practices that come OOB plus incorporation of our own (e.g. adherence to our conventions, immutability to features already tested and signed off using standard CLI commands and scripting into tasks for CICD within Azure DevOps) to ensure adherence to industry standards and a PBMM security posture for configuration management.

1. Project 3: Global Affairs Canada (GAC) Nov. 2021 – Mar 2024

Cloud Architect Solutions – Lead Architect

Power Platform and Azure Services. EduCanada International Scholarships (Grants)

* Implementation of the enterprise SSO using azure b2c and integration to GCCF (GCKEY),
* GoC Wet 10 implementation in PowerApps
* Architected and implemented automated release pipelines in DevOps
* Management of the development team,
* Planned and executed OOB integrations including email, SharePoint online, storage, log analytics, KeyVault, and CLI automation.
* Architected and build automation and integrations using Power Automate flows and custom class libraries.
* Authored all technical documentation including architecture docs and build books. Lead the security Evidence gathering and worked on achieving the ATO.
* Developed documentation framework in markdown and DocFx, lead sprint planning and design sessions, coordinated client demos, presented architecture and solution approach to various working groups and architecture and security boards. A
* Migration of legacy Open AM SAML SSO service to Azure B2C SSO integration to Power Platform, .NET and Java Applications enterprise wide
* Administered deployments and maintenance of Power Platform and azure subscription artefacts, lead the implementation of GACs first official external facing PowerApps portal system for enterprise grants and contributions.
* Implemented enterprise wide WET ready PowerApps portal theme with SSO so that the organization is equipped with an accessible portal with secure SSO that is reusable for any portal implementation for any vertical requiring external user interactions with a mature enterprise backend CRM app implemented in the Dataverse.

1. Project 4: Public Services and Procurement Canada (PSPC) Sept 2019 - Sept. 2023

Industrial Security Screening Division (Contractor Security Program and Controlled Goods)

1. Lead Architect and Development Lead

**Reference**

Name: Melanie Gregory

Title: Project Manager

Telephone:

E–mail: melanie.gregory@tpsgc-pwgsc.gc.ca

1. Project Description:

PSPC has embarked in modernizing the OLISS system to automate the security screening process for Federal Government Contractors. This includes the registration of companies to the Contractor Security Screening Program and Controlled Goods.

Tasks Performed:

* Performed the role of lead Power Apps/D365 Enterprise Architect onboard business services to the Power Platform.
* Lead the design and development of over 1000 requirements to automate the CGP and CSP programs for the Government of Canada using the Power Platform and service bus technologies.
* Prepare and design the cloud service solution architecture to comply with PSPC Protected B requirements for business functionality, Security Privacy and scalability.
* Prepare and design high integrity systems architecture to meet the PBHM requirements.
* Present and seek architectural endorsements to multiple architecture review boards internally at PSPC as well as externally at TBS (GC EARB) and SSC.
* Designed the Power Apps and D365 Application architecture and subscription architecture for M365 to support electronic service delivery to citizens (companies and individuals)
* Implement WET framework within the PowerApps portals platform and optimize the platform to meet WCAG 2.x requirements.
* Implement GCKEY SAML 2.0 authentication in PowerApps using Azure B2C and developed custom .NET core OIDC (identity server 4) middleware to meet the CATS 2.0 requirements for GCKEY.
* Implement partner portals and integrate Azure AD for Other Federal Government (OGD) users to sponsor companies to join the CSP program (allow sponsored companies to submit resources to be security cleared)
* Guided the Power Apps and D365 Development System specialists in the design and setup of the Microsoft M365 and Azure cloud platform in the PSPC subscription, to support the portal.
* Designed and coordinated the build of an Integrated SharePoint document repository (persist security) that provided document exchange and services supporting both the Intake of the portal, and the D365 case management solution. Including the development of custom Power Automate Flows to move sensitive attachments to secure site collections accessible only to a select security group.
* Managed and guided the system specialists in the design and setup of the D365 cloud platform, accelerated with Grant+ a grant case management solution for D365
* Developed complex release pipeline automation to support high integrity DevSecOps requirements including automating releases, regression tests and security scans (SAST tools, HCL App Scan).
* Designed complex digital signature solutions in .NET using serverless functions to digitally sign “Decisions” to approve organizations and individual clearances.
* Design and Implement MS Dynamics 365 & Power Platform based security model that satisfies PSPC highly complex business requirements by interpreting the requirements and developing documentation to support the PIA and SA&A processes.
* Created an automated test suite to test CRM performance and draft a report on the solution platform capacity.
* Configured Azure Sentinel Queries for aggregating platform and application layer logs and configure automated alerts based on severity.
* Designed and implemented performance testing strategies and platforms to ensure the scalability of the multi–solution CRM platform.
* Architected security cloud to ground API framework using Azure App Proxy, App Registration records and OpenID Connect (OAUTH 2.0) authentication to GC wide service (GCInterop) to interface with credit bureaus, CRA and training systems.
* Lead the implementation of DevOps at PSPC for this project as well as to support the SA&A process by designing custom DevOps templates to capture controls, evidence and tests for evidence to streamline the SA&A activity by linking evidence work items to actual tasks, source code and wiki documentation.
* Help lead the SA&A exercise by providing evidence and working directly with security practitioners and assessors.
* Configured and developed PowerBI dashboards to extend the reporting capabilities of Dynamics 365 SaaS.
* Developed Total Costs of Ownership to assist PSPC in forecasting costs associated with the entire system.
* Provisioned and maintained (including administering the R&R for the subscription with cloud architects) a dedicated “Partner” Azure subscription for this project within the PSPC Azure subscription (hub & spoke). Components include KeyVaults, Web App Containers, App Service Environment, Application Gateway, Azure B2C
* Lead the GCCF (GCKEY) integration process with SSC.
* Co–lead the data migration development activities.
* Develop disposition utility by deploying a .NET core web service using Azure App Services (PaaS) – REST API with Swagger front end and OAUTH 2.0 authentication (with JWT server).

Technical Environment:

Microsoft Dynamics 365**,** Power Platform – Power Apps**,** Microsoft .NET Core , Microsoft enterprise and office automation software (Windows Server, SQL Server, Visual Studio, Internet Information Services, SharePoint Online), MongoDB, Azure SQL, KeyVaults, Application Gateway, Sentinel, SAML, Shibboleth, .NET Identity Server 4, Azure Functions, AAD services (App Proxy, App Registrations), C# class libraries, SharePoint, REST, SOAP, JavaScript, TypeScript, Selenium, PowerShell, GIT, DevOps, Power Apps Portals, WET, Bootstrap framework, Kingsway SSIS (migrations), Docker.

1. Project 5: Canadian Heritage Jan 2020 – Nov 2021

Enterprise Cloud Services Project (Grants & Contributions)

1. CRM Enterprise Architect & Power Platform Developer

**Reference**

Name: Etienne Hudson

Title: Project Manager

Telephone:

E–mail: Etienne.hudson@canada.ca

1. Project Description:

During the initial round of funding provided by the Canadian government to organizations affected by COVID 19. Some of the funding was allocated to distribute funds to Museums across Canada. The funding had to be delivered quickly to avoid bankruptcies and thus PCH hired Eperformance to build a Covid relief portal using PowerApps Portals. Frederick Pearson architecture and lead the build of this portal.

Tasks Performed:

* Performed the role of lead Power Apps/D365 Enterprise Architect onboard business solution for Covid 19;
* Prepare and design the cloud service solution architecture to comply with PCH requirements for business functionality, Security Privacy and scalability.
* Designed the Power Platform and Dynamics 365 Application architecture and subscription architecture for Microsoft 365 integration and support for electronic service delivery to citizens.
* Guided the Power Apps and D365 Development System specialists in the design and setup of the Microsoft 365 and Azure cloud platform in the PCH subscription, to support the Covid19 portal, an advanced public facing portal for registering clients, managing client profiles, and giving clients access Covid19 funding opportunities being delivered electronically.
* Designed and coordinated the build of an Integrated SharePoint document repository that provided document exchange and services supporting both the Intake of the portal, and the D365 case management solution. Including the development of custom Power Platform – Power Automate Flows to move sensitive attachments to secure site collections accessible only to a select security group (Finance).
* Guided the system specialists in the design and setup of the D365 cloud platform, accelerated with Grant+ a grant case management solution for D365
* Design and Implement MS Dynamics 365 based security model that satisfies PCH’s highly complex business requirements for the Covid19 funding programs.
* Created an automated test suite to test CRM performance and draft a report on the solution platform capacity (StressStimulus)
* Designed and implemented performance testing strategies and platforms to ensure the scalability of the multi–solution CRM platform.
* Architecting the Azure resource group and ARM templates to provision new clients onto the SaaS platform
* Created an automated test suite to facilitate regression testing in the platform
* Implemented GIT versioning system for the portal and D365 assets
* Created Flow templates on the Microsoft platform to automate the data exchange between the Portal, D365, and other MS Office Applications
* Architect next generation Grants & Contributions portal using the EGCS model in Power Apps with B2C Integration with GCCF.
* Lead the build team in setting up the appropriate DevOps and all dependencies for Grants+ product, WET6 theme, and release pipeline to PCH.
* Help lead the SA&A exercise for the Covid Portal – Develop DevOps template to administer the SRTM activities.
* Develop Gateway and AAD system integration for GCIMS (legacy G&C application)
* Develop .NET REST (MVC) front end and API (REST) to administer backend services
* Develop integration layer to on premise SOAP services

Technical Environment:

Microsoft Dynamics 365**,** Power Platform – Power Automate,Microsoft .NET Core , Microsoft enterprise and office automation software (Windows Server, SQL Server, Visual Studio, Internet Information Services, SharePoint Online), LDAP and AAD services, C# class libraries, SharePoint, REST, SOAP, JavaScript, TypeScript, StressStimulus, GIT, DevOps, Power Apps Portals, WET6 Bootstrap

1. Project 6: Government of Manitoba Feb 2019 – Aug 2019

Enterprise Cloud Services project

1. CRM Enterprise Architect (eServices Grants & Contributions Power Platform)

**Reference**

Name: Sujinder Singh

Title: Lead Architect

Telephone:

E–mail: sujinder.singh@gov.sk.ca

1. Project Description:

**Project Description:** The Government of Manitoba awarded Eperformance a project to implement a Whole–of–government cloud service for delivering 300+ grant programs to the Manitoba public. The solution implemented consists of a public–facing portal built on the Microsoft Azure cloud which is fully integrated with the Microsoft D365 Canadian cloud. With this solution Manitoba can implement 300 grant program areas, on a common platform, providing a consistent, intuitive electronic service to the public.

Tasks Performed:

* Performed the role of lead CRM Enterprise Architect onboard business solution candidates across the Department on the Cloud Service solution Based on Microsoft Azure and the MS D365 Platform.
* Prepare and design the cloud service solution architecture to comply with Manitoba requirements for business functionality, Security Privacy and scalability.
* Designed a complex Azure cloud service to support electronic service delivery to citizens. Used technologies such as Kubernetes and Microservices to create a scalable platform.
* Guided the CRM System specialists in the design and setup of the Microsoft Azure cloud platform, to support Intake+, an advanced public facing portal for registering clients, managing client profiles, and giving clients access Manitoba services being delivered electronically.
* Designed and coordinated the build of an Integrated SharePoint document repository that provided document exchange and services supporting both the Intake Azure portal, and the D365 case management solution.
* Implemented a data model using Flow to interconnect the components of the solution using a synchronized common data model.
* Designed an integrated an Application Programming Interface (API) to exchange online application forms and corresponding data between the D365 case management solution and the Azure Intake+ portal
* Guided the CRM System specialists in the design and setup of the D365 cloud platform, accelerated with Grant+ a grant case management solution for D365
* Design and Implement MS Dynamics 365 365 based security model that satisfies Manitoba’s highly complex business requirements.
* Created an automated test suite to test CRM performance and draft a report on the solution platform capacity
* Designed and implemented performance testing strategies and platforms to ensure the scalability of the multi–solution CRM platform.
* Architecting the Azure resource group and ARM templates to provision new clients onto the SaaS platform.
* Prepare and design the cloud service solution architecture to comply with ISO requirements for business functionality, Security Privacy and scalability.
* Design a robust and scalable Azure cloud service to support electronic service delivery to portal users.
* Implement Kubernetes clusters and Microservices to create a scalable platform.
* Design and architect the integration layer to allow the portal to integrate with REST, SOAP and the CRM API.
* Design an integration platform into the portal technology by creating a REST API to interact with the Portal platform services.
* Designed an integrated an Application Programming Interface (API) to exchange online application forms and corresponding data between the D365 case management solution and the Azure Intake+ portal.
* Created an automated test suite to facilitate regression testing in the platform
* Implement DevOps and GIT versioning system for the portal
* Create Flow templates on the Microsoft platform to automate the data exchange between the Portal, CRM, and other MS Office Applications

Technical Environment:

Microsoft D365, Power Platform – Power Automate**,** Microsoft .NET Core**,** CUNITY, Management, Microsoft enterprise and office automation software (Windows Server, SQL Server, Visual Studio, Internet Information Services, GCDocs), LDAP and AD services, SQL Server, Windows Server, MVC frameworks, SharePoint, Kingsway SSIS, Docker, Kubernetes, Docker, Azure, Swagger, REST, SOAP, Dev Express, JavaScript, TypeScript, Selenium, GIT, Ubuntu, CentOS, Windows Server 2016, MS SQL

1. Project 7: Canadian Transportation Agency (CTA) Jan 2018 – Dec 2020

Insert Project Title Here - FUSION (Airplane manufacturer CRM Dynamics Solution)

1. CRM Enterprise Architect

**Reference**

Name: Chuck Cook

Title: Lead Architect

Telephone:

E–mail: chuck.cook@otc-atc.gc.ca

1. Project Description:

The Canadian Transportation Agency is implementing an initiative to convert legacy applications into CRM solutions. Mr. Pearson was hired to assess the current system landscape and develop an architecture for Dynamics 365. In addition, Mr. Pearson is responsible to deploy the Dynamics 365 platform on their premise and lead the development of all the CRM solutions deployed on the new platform.

Tasks Performed:

* Performed the role of lead CRM Solution Architect/ Business Transformation Architect /Senior Application, Software Architect to assess business solution candidates across the Department to assist in the planning and onboarding of solution on to the MS Dynamics 365 & Power Platform.
* Document a solution architecture guideline for the CTA.
* Create RDIMS and legacy systems integration micro services in .NET Core to allow CRM to interact with legacy systems (using .NET Core MVC and integration with REST API)
* Build solutions in Dynamics 365 & Power Platform that capture the time and billing for legal services at CTA.
* Design and Implement MS Dynamics 365 with Power Platform – Power Automate components-based security model that satisfies CTA’s highly complex business requirements.
* Implement a knowledge base portal using Power Platform Portals.
* Created an automated test suite to test CRM performance and draft a report on CTA’s platform capacity.
* Designed and implemented performance testing strategies and platforms to ensure the scalability of the multi–solution CRM platform.

Technical Environment:

Microsoft Dynamics 365 & Power Platform, .NET Core**,** CUNITY, Management, Microsoft enterprise and office automation software (Windows Server, SQL Server, Visual Studio, Internet Information Services, GCDocs), LDAP and AD services, SQL Server, Windows Server, MVC frameworks, SharePoint, Microsoft Dynamics 365 2015, Kingsway SSIS, Docker

1. Project 8: Government of Saskatchewan May 2018 – July 2019
2. CRM Enterprise Architect / Senior Application, Software Architect
3. (Grants & Contributions)
4. Project Description:

Implementation of a whole of government grants management solution to provide a common grant process model on a single platform. The underlying technology is Microsoft Dynamics 365 2016 with the Eperformance iGrant grant management solution. The solution also included an advanced public facing service portal to engage clients online and provide access to online services across Ministries. Eperformance applied the Enterprise Grants Management Pathway Methodology to establish a common on boarding process to consolidate multiple grant programs from the various Saskatchewan Departments. The project included developing a Common technology architecture for all grant program delivery.

Tasks Performed:

* Performed the role of lead CRM Solution Architect/ Business Transformation Architect /Senior Application, Software Architect to assess business solution candidates across the Department to assist in the planning and onboarding of solution on to the Dynamics Platform.
* Develop Cloud Architecture for migrating existing Business Apps.
* Detailed design of the Identity Management, Storage, Backup, security and other artifacts.
* Design and Implement MS Dynamics 365 with Power Platform – Power Automate based security and enterprise business model that satisfies the enterprise requirements for Saskatchewan.
* Customize and Configure the Dynamics system to meet client requirements.
* Develop Java Scripts, workflows and plugin to satisfy security related requirements and automate various manual tasks that are associated with the security model.
* Configure and develop a SAML service provider to integrate with Saskatchewan’s Single Sign on service.
* Develop and draft Architecture for migrating the intake + portal onto Azure IaaS (Infrastructure as a Service) option.
* Developed architecture documentation for change review boards
* Proposed solution architecture design changes to core applications to meet the business requirements for issuing funding to the public in Saskatchewan by optimizing Intake+ (customer portal technology built using the .NET framework).
* Integrate with SAP through on-premises Service Bus via Dynamics 365 Plugins

Technical Environment:

Microsoft Dynamics 365, Power Platform, .NET Core**,** Management, Microsoft enterprise and office automation software (Windows Server, SQL Server, Visual Studio, Internet Information Services), Shibboleth, SQL Server, Windows Server, MVC frameworks, SharePoint, Microsoft Dynamics 365 2015, intake + Client Portal, Docker, Azure

1. Project 9: Office of the Correctional Investigator July 2017 – July 2019

Insert Project Title Here - Dynamics 365 – Inmate Support Solution

1. CRM Enterprise Architect

**Reference**

Name: Marc Violette

Title: Project Manager

Telephone: 613-990-9091

E–mail: [marc.violette@oci-bec.gc.ca](mailto:marc.violette@oci-bec.gc.ca)

1. Project Description:

The office of the Correctional investigator required system design and enhancements to their CRM platform that tracks prisoner complaints and grievances. In addition, a number of legislated reporting requirements were put in place and OCI required a solution architect to create integrations with other systems to satisfy the new reporting and data management requirements.

Tasks Performed:

* Performed the role of lead CRM Enterprise Architect to assess business solution candidates across the Department to assist in the planning and onboarding of solution on to the Dynamics365 & Power Platform.
* Configure and Customize MS Dynamics 365 & Power Platform environments at OCI
* Design and implemented a new Architecture based on MS Dynamics 365 and Power Platform with the Corrections Canada - Offender Mgmt. system.
* Implement a complex security model.
* Analyze, verify and transform client business needs into solution.
* Identify all entities and their relationships to model the new solution.
* Develop Workflows and Web resources and .NET micro services to perform migrations and automated testing.
* Implement various Business Process Flows and Business Rules and Scripts to satisfy client requirements.
* Demo incremental progress to multiple stakeholders to ensure project progress meets their needs.
* Review Application programmer’s solutions and workflows.
* Prepare Technical Design and Solution Design documents.

Technical Environment:

Microsoft .NET Core**,** Management, Microsoft enterprise and office automation software (Windows Server, SQL Server, Visual Studio, Internet Information Services), Shibboleth, SQL Server, Windows Server, MVC frameworks, SharePoint, Microsoft Dynamics 365 365

1. Project 10: Natural Resources Canada (NRCAN) May 2016 – Feb 2023

Digital Solution: Enterprise Power Automate Services Implementation

(Stakeholders Grants & Contributions Power Platform and Power Pages with

Enterprise SSO – Azure B2C) - CRM Enterprise Architect

**Reference**

Name: Bruce Gordon

Title: IT Manager

Telephone: 343-292-7665

E–mail: Bruce.Gordon2@canada.ca

1. Project Description:

National Resources Canada is implemented Dynamics 365 as a strategic Enterprise software tool to support multiple business areas across the organization. This project involved the planning an implementation of a department–wide Enterprise Dynamics 365 365 platform consisting of multiple CRM solution areas including grants and contributions, intellectual property management, personnel security screening, and regulatory programs.

Tasks Performed:

* Performed the role of lead CRM Solution Architect/ Business Transformation Architect /Senior Application, Software Architect to assess business solution candidates across the Department to assist in the planning and onboarding of solution on to the Dynamics Platform.
* Prepared presentations and supporting material on new CRM/Portal functionalities to meet the changing needs of NRC.
* Provision all Power Platform, Azure B2C, M365 and other supporting Azure services
* Implementing components of the PowerApps Center of Excellence (CoE) toolkit.
* Prepared solution architecture document and supporting decks to facilitate IT requests and ensure that development team adheres to the development and architecture guidelines in CRM. Developed data flow diagrams, process mapping diagrams and supporting training materials for solutions build in CRM and in the Portal
* Participate in a series of workshops to gather and document requirement, validate options, and determine business and technical elements of the target Enterprise CRM platform.
* Designed and implemented the enterprise solution integration between multiple CRM tenants using ETL (Kingsway SSIS/C#) and .NET Core (middleware)
* Authored enterprise portal options analysis
* Implemented portal designs for Newsletters and Licensing applications and integrated them with Dynamics 365
* Created an automated test suite to test CRM performance and draft a report on NRCAN’s platform capacity.
* Design a business architecture to support an enterprise CRM 365 platform capable of supporting the range of NRCan business solution needs.
* Developed an Entity Relationship Data Model to guide the data platform to support the implementation of multiple CRM and XRM solutions.
* Liaised with the PSPC GC Case organization to onboard and implement the NRCan CRM 365 platform in the GC Case environment.
* Designed and implemented performance testing strategies and platforms to ensure the scalability of the multi–solution CRM platform.
* Prepared comprehensive entity and security model to support a horizontal grant program operation whereby data is scoped to the grant programs while at the same time share data and tasks between programs to provide enterprise reporting capacity while ensuring that individual programs can work within the scope of their mandate. In addition, developed an entity structure that allows NRCAN to adapt to its evolving and changing needs when new programs are on boarded. This digital transformation has transformed NRCAN’s business processes to become more agile and streamlines the awarding process for grants to external applicants.
* Developed a comprehensive Dynamics 365 and Portal system analysis to identify the gaps between the requirements for portal features required by NRCAN in comparison with features provided out of the box of CRM and the portal system. For requirements that did not align with the platform, proposed enhancements to both systems to meet these requirements and lead the development of these enhancements
* Developed a comprehensive security model that included business unit modelling to provide a horizontal security structure in CRM. The business unit model allowed for multiple lines of businesses to obtain a different view and different functionality based on their local requirements while fitting into the enterprise model.
* Designed and managed the development of CRM solutions that included refactoring how accounts and contacts are synchronized using workflows and ETL technologies to avoid manual data entry and ensuring that NRCAN has a common data model when it comes to stakeholders. These solutions involved re–training staff to adhere to the new process of managing stakeholders in CRM.
* Lead Architecture Working Group for implementing PB Cloud for NRCAN.
* Design architecture for Permit portal built using Dynamics 365 and PowerApps Portal
* Implement WET6, B2C and Azure DevOps tooling and accelerators to meet the PB, accessibility and configuration management at NRCAN
* Develop environment strategy for Dynamics and Power Platform for SDLC

Technical Environment:

Microsoft .NET Core**,** Power Platform - Power Automate, Client Relationship Management, Microsoft enterprise and office automation software (Windows Server, SQL Server, Visual Studio, Internet Information Services, GCDocs, SharePoint/SharePoint Online), LDAP and AD services, MVC frameworks, SharePoint, Microsoft Dynamics 365 v8,v9,SaaS, eService’s Client Portal., Kingsway SSIS, Scribe Online, PowerApps Portals, DevOps, GIT, C# class libraries

1. Project 11: Health Standards Organization (HSO) Aug 2016 – Nov 2017

Enterprise Microsoft Dynamics 365 Implementation

1. CRM Enterprise Architect / ETL architect (Scribe online)

**Reference**

Name: Arlene Saw

Title: Project Manager

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1. Project Description:

The Health Standards Organization (HSO) builds global health service standards and innovative assessment programs so people in their local jurisdictions can save and improve lives. HSO initiated a project to implement Dynamics 365 as a strategic enterprise tool

Tasks Performed:

* Met with business subject experts, gather and document business and technical requirements to inform a Dynamics CRM 365 software architecture with Power Platform – Power Automate components for the CRM based conference and events management portal.
* Developed a solution architecture design consisting of a five–layer architecture comprised of a performance layer, business layer, service layer, technical layer, and data layer. The architecture was derived from the Federal Enterprise Architecture (FEA) standard.
* Created presentations and presented to various stakeholders and facilitate meetings and discussions.
* Performed analysis and development of architecture requirements design, process development, process mapping and training.
* Facilitated the definition of business strategy and processes in support of transformation and change management activities.
* Participated in agile scrum team as architect/developer and scrum master (rotation)
* Knowledge transfer to Client’s staff.
* Worked with HSO staff to write and deploy source code changes in the Dynamics 365 & Power Platform as well as author comprehensive build books as reference material for future deployments. Was a point of contact for HSO staff to provide technical support and guidance on CRM issues.
* Designed and developed a solution architecture for the integration of CRM with a product portal and a back office financial system.
* Performed full installation of Dynamics 365, Power Platform – Power Automate components, and SharePoint Server 2013.
* Migrated SharePoint site and document locations from existing CRM 2015 instance to newly installed Dynamics 365. The migration was completed by creating a custom Scribe online tasks to not only transfer the locations and files, but also transform the paths using the new domain and different document location structure.
* Implemented CRM Portals (Employee Service Portal) to track internal issues at HSO.
* Migrated the on–premise CRM Portals instance to the CRM Portals online version offered
* Performed a full migration from CRM on premise to CRM online including all custom entities using a combination of Kingsway SSIS and custom C# scripts
* Developed a framework for migrating on premise Dynamics 365 to Cloud SaaS offering (CRM online) which included automation around portals, emails synchronization and other cloud features available in the online version. As part of the exercise, assisted in modernizing their integration layer using Scribe Online.
* Developed a framework to migrate CRM on–premise to CRM online and perform mapping exercises and a fit gap for what could and could not be migrated (deprecated features). These had impact on business requirements and staff were trained and prepared for the migration.
* Developed a security model that supported the various business lines at HSO including business unit/team modelling
* Facilitated migration to CRM online including business process reengineering work around stakeholder management and integration with email.

Technical Environment:

Microsoft Dynamics D365 online, Power Platform online, Microsoft enterprise and office automation software, Windows Server, SQL Server, Visual Studio, Internet Information Services, Team Foundation Server, Great Plains Financial Software, and SharePoint Server, PowerShell, C#, Kingsway SSIS, JavaScript, Scribe Online, PowerApps portals

1. Project 12: Justice Canada Aug 2013 – Apr 2016
2. CRM Architect – Grants Modernization Project)
3. Senior Technical Advisor / Business Transformation Architect /Senior Application,
4. Software Architect

**Project Info: Dynamics 365 Grants and Contributions Solution with AEM Front End Portal.**

**Reference**

Name: Dugald Topshee

Title: Chief Information Officer

Telephone: dugald.topshee@justice.gc.ca

E–mail: 613-941-3444

1. Project Description:

The project objective is to configure and implement an Enterprise Online Solution to support external client processing of files (apply, track status, report) related to federal grants and contributions (Gs&Cs) programs and to introduce tools for publishing and receiving submission forms from external Client users wishing to engage electronically with Gs&Cs programs and services.

Tasks Performed:

* Development and implementation of the Grants and Contributions Case Management System (Enterprise Grants & Contributions System – EGCS)
* Led and contributed to the development, configuration, implementation and Business Transformation of the Grants and Contributions Case Management System (Enterprise Grants & Contributions System – EGCS). EGCS is part of a government wide initiative to standardize the data model and technology for G&C case management.
* Led and contributed in the design, development, testing and implementation of the Grants and Contributions Online External Facing Portal System (Adobe Experience Manager).
* Technical lead and developer in Grants and Contributions Systems, Microsoft Dynamics 365 & Power Platform – Power Automate components, Adobe Experience Manager, and SAP integration, ensuring the integration of all aspects of the solutions. The integration was built using a combination of .NET core, Java, JSP, ETL (Kingsway), and the native form model functionality that ships with AEM.
* Co–led the maintenance and enhancement of Microsoft Dynamics 365 & Power Platform internet facing deployment service. Service offered/utilized to multiple departments and agencies.
* Collaborated with internal and external stakeholders in forming partnerships and providing technical documentation and coaching to other technical staff in developing in or extending CRM, Grants and Contributions external facing Portal, and SAP integration requirements.
* Documentation included build books for deploying the entire system architecture as well as security assessments (SA&A).
* Designed and developed technical architectures, frameworks, and strategies, to meet the business and application requirements.
* Attended kickoff meetings and worked with the policy sector (business clients) in identifying information, policies, procedures, and decision flows.
* Analyzed, shaped and determined functional and non–functional system requirements, and reviewed alternative solutions to meet the organization’s requirements and ensure that they fit with industry trends for technology.
* Analyzed functional requirements and evaluated existing procedures and methods, identified and documented database content, structure, and application sub–systems, and developed data dictionary.
* Technical lead in designing network infrastructure requirements for public sites and internal zone projects in collaboration with internal stakeholder and Shared Services Canada.
* Reviewed the functional and business requirements to ensure that they align with the business vision and provided Gap Analysis report with recommendations for changes to functional and reporting requirements.
* Identified risks and issues moving forward and provided guidance and input to the project team to mitigate risk and maintain project delivery schedule.
* Developed and provided technical application documentation that describes changes, best practices, as well as all aspects of the technical design phase, testing, and implementation of the solution.
* Obtained proposal approval from Technical Authority, and implemented recommendations approved by the Technical Authority,
* Led user groups and conducted user acceptance testing exercises to validate requirements and identify issues and new features.
* Throughout the course of the project, bi–monthly meets with project stakeholders and executives were required in order to provide various status reports, plans, recommendations, comparative analysis; work breakdown structures, schedules, and other related documents showcasing our deliverables and time to completion.
* Conducted analysis of cost estimates for enterprise solutions such as CRM 365 implementation, and enterprise external facing online portal solution.
* Collaborated in the preparation of IM/IT proposals and business cases to senior management for the EGCS.
* Collaborated in the development of Treasury Board Secretariat IM/IT plans, expenditures and accountability reports.
* Designed use case, workflow, and other enterprise diagrams to illustrate functionality and communicate requirements to technical and non–technical stakeholders.
* Defined and designed user requirements for the development of business cases, IT Plans, and SSC requests.
* Developed documents such as training materials and best practices for the technical team, including documenting interfaces/operations within application subsystems and external systems.
* Coach Business Analyst by transferring knowledge on data model for G&C information management as well as architecture design and software development design options for SAP integration, Online Portal Integration and CRM solution development.
* Developed CRM forms, workflows, C# plugins and JavaScript / HTML web resources to automate business processes in CRM. In addition to functional development, created custom reports using word and excel template feature in Dynamics 365 as well as RDL reports for more complex report.
* Developed enterprise security model in Dynamics 365 to ensure data integrity and appropriate segregation of user role. In addition to the security model, integrated a business unit and teams’ model for business lines to collaborate on their records effectively.
* Developed C# plugins, JavaScript and HTML web resources. Leveraged the CRM Web API (using ODATA) to read and write data to CRM from external systems. Developed PowerShell scripts to automatically migrate CRM solutions between environments and make bulk updates to records. Version control was managed with Team Foundation Server
* Created automated testing scripts to test functional units of the application. In addition to unit testing, developed automated integration test scripts to test functional requirements across the architecture and performance testing.
* Created reports using word and excel templates feature in CRM. Created more complex reports using RDL and SQL/FetchXML in CRM
* Authored CRM portal technology options analysis which resulted in the department leveraging AEM.
* Setup and authored the Azure DevOps workspace for agile development for the project. Furthermore, created all user stories, tasks, features and epics required for the development of the system.
* Developed JavaScript and HTML web resources to meet more complex requirements in UI design and system integrations.
* Created interactive web resources in CRM to interact with web services using JavaScript and AJAX. s
* Implemented the WET 4 Framework in the Grants Portal
* The developed application must meet the Web Content Accessibility Guidelines (WCAG2.0) level AA standards by running pages through automated accessibility testing and making modifications to HTML elements.
* Performed entire CRM platform installation and maintained it as a system administrator.

1. Project 13: Justice Canada Aug 2011– July 2013
2. Chief CRM Solution Architect / Business Transformation Architect /Chief Application,
3. Software Architect - Support and Optimization for legacy Grants & Contributions System.

**Reference**

Name: David Stephen

Title: Manager, Enterprise Applications

Telephone: 613-716-7020

E–mail: David.stephen@justice.gc.ca

1. Project Description:

The project objective is to configure and implement an Enterprise Online Solution to support external client processing of files (apply, track status, report) related to federal grants and contributions (Gs&Cs) programs and to introduce tools for publishing and receiving submission forms from external Client users wishing to engage electronically with Gs&Cs programs and services.

Tasks Performed:

* Acted as CRM Solution Architect / Business Transformation Architect /Senior Application, Software Architect for a Grants & Contributions Information / CRM System in Power Platform.
* Managed the planning, development, monitoring and evaluation of the DOJ Grants and Contribution Information Management System to ensure integration of all aspects of the solution.
* Supported and optimized the legacy Grants & Contributions System to ready for migration to Power Platform.
* Facilitated Grants and Contributions center of expertise working group. Work involved preparing presentations, assigning tasks, reporting to senior management.
* Led the design, iterative / agile development process, testing, configuration and deployment (as technical lead and chief developer) in Legal Aid Case Management System, Youth Justice Services Case Management System, Microsoft Dynamics 365 365 Prototype (to replace legacy G&C system), Online Application Portal, and SAP Integration with both legacy G&C case management system (GCIMS) and CRM system. Developed and configured G&C case management process using a combination of out of the box configurations and customizations using the CRM SDK.
* Managed the GCIMS Unit’s operational activities, its human and financial resources, and maximized technological and capital investments in the system.
* Identified and analyzed functional requirements and evaluated/documented existing procedures, policies, requirements, decision flows, as well as structure/content of subsystems.
* Developed data dictionary describing the database schema for users and developers.
* Developed and documented interface and operations of subsystems and external systems.
* Conducted and monitored analytical and research studies and projects, impact assessments, feasibility studies, cost–benefit analysis, risk assessments, and developed business cases in support of GCIMS requirements.
* Identified and developed consultative networks with technical experts, clients and stakeholders throughout the Department and with other government departments and agencies and external partners on GCIMS issues.
* Defined system requirements, discussed IT issues (such as technology infrastructure requirements) with IT professionals, analyzed alternatives, and developed and recommended architectures, frameworks and strategies to facilitate the customization of GCIMS to meet evolving clients, DOJ, and central agency requirements; developed the Information and Knowledge management features of GCIMS to support strategic program performance measurement and reporting.
* Negotiated, implemented and monitored partnership/cost–sharing agreements with other government departments for joint–venture GCIMS development initiatives.
* Wrote and gained approval for the system proposal, including the technical design phase, testing, and implementation.
* Developed Statements of Work (SOW) and Request for Proposals (RFP); coordinated the evaluation of vendor products and proposals; and provided advice and direction to the Director, senior management, and external stakeholders.
* Conducted research and environment analysis of federal government and private sector information technology (IT) and business management policies, programs and frameworks; identified and recommended the integration of industry trends and best–practices into the management of GCIMS/CRM (Microsoft Dynamics CRM); and coordinated the research, analysis, assessment and development of DOJ IT business management policies, guidelines, and standards as it relates to GCIMS.
* Coordinated the development, delivery, and monitoring of Department–wide GCIMS training and awareness materials, courses, and seminars; including all information related to structure, subsystems, and external systems.
* Developed client consultation and feedback mechanisms; and monitor on–going advisory and support services to clients through subordinate staff.
* Reviewed the functional and business requirements and wrote Gap Analysis report comparing the current system’s functional and reporting requirements with the desired solutions; provided recommendations for changes and improvements.
* Lead and participate as the GCIMS authority and representative of the Directorate, Branch and Department to intra and interdepartmental and central agency committees, working groups, project teams and task–forces relative to the GCIMS to address horizontal issues, trends and innovations, and to promote the modern comptrollership features of the GCIMS.
* Provided expert advice and guidance on the interpretation and application of GCIMS policies, procedures, and the identification and resolution of systems and technical issues, including the development and enhancement of in–house capability for homegrown DOJ expertise in GCIMS matters.
* Provided functional direction and management of all system changes, enhancements and new development to DOJ’s informatics services (Information Solution Branch) and to external consultants.
* Developed a comprehensive entity model and automation to support new enterprise CRM requirements for Justice and TBS (EGCS project). Created automation around managing grant programs, funding opportunities and their relationship around funding cases. Worked with the Justice business center of expertise to facilitate these changes on the business side while working with CRM architects and developers in implementing the new TBS model.
* Developed a grants and contributions CRM framework which included a fit/gap analysis of existing business processes, and the new target process designed with TBS for the Dynamics 365 platform. The work included organizing working groups, capturing requirements, developing a common data model and development guidelines in building the new solutions that support the new business processes.
* Developed a security framework for the Justice Grants and Contributions center to support multiple programs that provide funding to other governments, NGOs and individuals. The design was targeted to the different stakeholder groups and aligned with the business lines for all programs who had local view of case management in the system but fit within the enterprise framework.
* Created a CRM solution architecture framework that addresses new and evolving business requirements around grants and contributions programs. Framework included everything from security roles, business unit modelling, naming conventions, forms designs, source control and business process flow design.

Project 14: NATIONAL ENERGY BOARD / TBS July 2013 – Mar 2014

1. CRM Solution Architect (on premise and cloud) / Senior Cloud Application & Software
2. Architect.

Digital Solution: Dynamics 365 Apps and Power Platform SaaS deployment.

**Reference**

Name: Chantal Periard

Title: Senior Advisor

Telephone: 613-762-3367

E–mail: Chantal Periard chantal.periard@tbs-sct.gc.ca

1. Project Description:

With the introduction of Microsoft Dynamics 365 and Power Platform as an enterprise–wide client and case management tool for the Government of Canada, NEB initiated a multi–phase project for the development of a CRM based solution for f the Participant Funding Partnership program (PFP). This prompted an initiative at TBS to modernize the data architecture around Grants & Contributions to provide more standardization across departments to facilitate reporting and user experience. The PFP is a Grants and Contributions (G&C) program operated by NEB and a lab operated by TBS. The first phase of this project focused on the development of grants and contributions process and functionality and data elements. The second phase of this project focused on the further evolution of the grants and contributions functionality including the alignment of the underlying solution architecture with the Treasury Board common model for G&C known as the Enterprise Grants and Contributions System (EGCS), and the migration of the Dynamics 365 solution to the Shared Case Management System (SCMS) at PSPC.

Tasks Performed:

* Enabled readiness of an Enterprise Grants & Contributions Project – Participant Funding Program Solution for Dynamics 365 v8, v9, & Power Platform SaaS
* Participated in a team of CRM 365 professionals including a project manager, business analyst, programmer analysts, and testers.
* Designed a system architecture for the migration and release of the Dynamics 365 Solution to the PSPC Shared Case Management System (SCMS) environment. The design included all aspects of integrating the solution with Microsoft Active Directory, Exchange Service, Microsoft Outlook, and GCDocs. The design also includes specifications for access security.
* Prepared and implemented a plan for the migration for the Dynamics 365 solution from the NEB environment to the GC SCMS environment. Including implementing development, testing and production environment. It included implementing the SCMS onboarding plan and approach.
* Provided design optimization support and troubleshooting support during the migration of the Microsoft Dynamics solution to the SCMS Dynamics 365 environment.
* Provide guidance and recommendations for development, architecture frameworks and tools
* Established technical standards, for MS Dynamics 365 technical framework for a web–based CRM solution based on as–is vs to–be/end state vision and roadmap that supported a Service Oriented Architecture (SOA).
* Develop multi–tier Microsoft Dynamics 365 system architectures, case management architectural frameworks and strategies for an application architecture, to meet the business and application requirements
* Mapping Stakeholder management requirements for the integration of existing systems to “out of the box” functionality in Microsoft Dynamics 365 2016 leveraging Accounts and Contacts. This allowed the design team to compare business requirements with the existing functionality of Dynamics 365 and further scope the level of effort to develop custom software to close the gap between requirements and existing features.
* Ensure the integration of all aspects of software solutions based on Microsoft Dynamics 365 2016
* Analyzed, and translated user requirements to develop technical system specifications for systems development applying an object–oriented analysis and design approach.
* Developed user interface forms and business flow procedures to automate client business processes.
* Developed and configured software code for Microsoft Dynamics 365 software as per technical specification using Microsoft .NET 4.5 framework, C#, Microsoft Dynamics SDK, and Microsoft Visual studio 2013 & 2015, Windows PowerShell within an IM/IT environment.
* Extended the User Interface forms with JavaScript and by coding custom .Net software plugins to build in advanced functionality.
* Developed an application architecture for a Dynamics XRM framework include new business and custom entities to support the client requirements
* Customized user Interface enhancements using advanced JavaScript to create and code screens, views, dashboards and reports.
* Applied a Software Development Life Cycle Methodology including project phases for development, implementation, customization, and integrating the final Microsoft Dynamics 365 solution.
* Used Visual Studio version 2013 extensively to complete software development tasks.
* Version control was managed with Team Foundation Server 2012
* Reviewed and approved the project test plan developed by QA which included, policies and procedures for each phase of a three–phase project. Each phase included test activities for unit testing, integration testing, regression testing, and user acceptance testing.

Technical Environment:

Microsoft Dynamics 365 2015, Microsoft Dynamics 2016, Microsoft Team Foundation Server, Microsoft enterprise and office automation software including: Windows Server; SQL Server; Visual Studio; Internet Information Services; Microsoft Office automation software (Word, Visio PowerPoint, Excel); and SharePoint Server.

1. Project 15: Carleton University (Accounting Faculty) Jan 2008 – June 2016

CHARITIES DATABASE – CARLTON UNIVERSITY ACCOUNTING FACULTY

1. CRM Solution Architect /Senior Application, Software Architect

**Digital Solution:** .NET Web Application to analyze and report on Canadian Charity Tax Data from CRA.

**Reference**

Name: Francois Brouard

Title: Chartered Accountant and Chartered Professional Accountant

Telephone: 613-520-2600, ext. 2213

E–mail: [fbrouard@carleton.ca](mailto:fbrouard@carleton.ca)

1. Project Description:

Worked for the Business faculty at Carleton University in developing a web application that tracks the tax data of social enterprises across Canada. The application provides a robust reporting system that allows the faculty to aggregate data for analysis and reporting.

Tasks Performed:

* Designed, architected, implemented, customized, developed and integrated a web application that tracks the tax data of social enterprises across Canada.
* Developed the IT system architecture design, frameworks, and strategies; configured the application to meet the client’s requirements; and ensured integration of all aspects of the solution.
* Conducted and completed a Technology Review to ensure each piece of the solution meets the necessary enterprise-wide system requirements.
* Led and facilitated discussions and technical design sessions with client to review technical infrastructure design, gather all relevant data, determine business cases, and design and deploy the technical architecture to meet the extended design needs and recommend performance improvements and design changes.
* Responsible for working with various groups and teams to gather relevant data from technical stakeholders to determine technology requirements and architecture design.
* Identified policies and requirements, conducted an architecture review, and designed and delivered the technology infrastructure and technical architectures required to support the solutions, ensuring the inclusion of all technology solution aspects and that the solutions meet the business requirements.
* Identified and documented system specific standards relating to programming, documentation and testing, covering program libraries, data dictionaries, naming conventions, etc.
* Defined and documented interfaces and operations of subsystems and external systems.
* Defined, designed and documented data elements and entity relationship based on business unit decision flows determined during the Requirements Gathering Session and Analysis.
* Analyzed functional requirements and evaluated existing procedures and methods, identified and documented database content, structure, and application subsystems
* Analyzed functional requirements to identify information, procedures and decision flows ensuring they fit into the organization’s enterprise architecture.
* Identified and recommended the integration of industry trends and best–practices into the management.
* Designed and developed full entity model for the solution as well as full business data flow chart.
* Prepared and conducted presentations to senior management and project stakeholder detailing project milestones and risks identified.
* Designed the IT/IM solution development and delivery of the business requirements document (BRD), completely outlining and ranking all the requirements discovered in the sessions. Utilized the BRD to define the technical architecture requirements, provide options and recommendations for technical architectures and identify possible improvements to technical architecture.
* Managed and contributed to the development of the Project Delivery Schedule, providing input and recommendations to the core team in describing how time would be managed during the delivery stage of the project. This included the overall schedule, as well as roles and responsibilities, tools and techniques and status reporting.
* Prepared and provided ongoing project report presentations and briefings, work breakdown structures, sprint schedules and other documentation related to the SoW and Solution Design.
* Wrote system proposal, demonstrated solutions, and gained approval by the Technical Authority; this included the technical design phase, testing, and implementation.
* Implemented solutions and developed technical design documents
* Demonstrated solutions and presented to project management for project feedback and to inform discussions regarding implementation

Key Technical Skills

Programming Experience, .Net Core FE (Razor, aspx, integrated FE frameworks e.g. React JS, EmberJS, Svelte Kit), C#, VB.NET, SQL, PL/SQL, ADO.NET, CSLA Framework, WCF, NodeJS, Ruby, Java, Swift, Objective C

Web Technologies ASP.NET (Web Forms/ MVC), AJAX, JQUERY, JSON, JavaScript, CSS, XML, Web Services (SOAP, XML, WSDL),

WET, WCAG, Ruby on Rails,

Database Platforms Microsoft SQL Server, Oracle 7.x/8.x/9. I /11g, NoSQL (mongo, redis), MySQL, Postgres

Techniques ER Modelling, UML, Use Cases, TOGAF

Analysis/ Design Tools Enterprise Architect, MS Visio, Oracle Designer 2000, Sparx

Development tools Visual Studio 2008/2012/2015, Vim, Visual Studio Code, Eclipse

ORM Entity Framework, LINQ to SQL, NHibernate, Active Record

Reporting/ Business Intelligence Tools Microsoft SSRS, SAP Crystal Reports/ SAP Business Objects

ETL Microsoft SSIS, Kingsway SSIS Dynamics 365 integration, Scribe

Enterprise Cloud Tooling/Development Experience: Microsoft Dynamics 365 CRM SDK, CRM Dev Toolkit, Plugins, Custom Workflows (Class libraries), Power Pages Sites, Canvas Apps, Model Driven Apps (latter 3 – main types of applications supporting by Power Platform). PowerFX, PCF Control Framework, WET integration into .net framework, core and Power Pages Sites, Graph API integration, Azure DevOps YAML Development, PS1 (PowerShell) scripting into Azure Pipelines and Releases, terraform development for scripting Azure and AWS subscriptions (integrations to KeyVaults, Azure AD, on premises API using Azure App Proxy – therefore extending RBAC from cloud to ground for SAAS flows.