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**TWITTER:** [**HTTPS://TWITTER.COM/LTANASIUK**](https://twitter.com/ltanasiuk)

LEZLIE D. TANASIUK

LDT CONSULTING, INC.

**PROFILE:**

* Experienced Project Manager/Business Analyst with over 27 years of experience in various industries including Enterprise Software, Telecommunications, Media and Entertainment, Technology, Retail, Insurance, and Government and Regulatory Agencies interacting with a variety of business users as a cross-functional liaison.
* Excellent communicator with strong research, technical writing & presentation skills (MS Office, MS Project, MS Excel, MS Access, MS PowerPoint, MS Visio, MS SharePoint and Version One.
* Strong experience in all Project Management processes & knowledge areas, including but not limited to Scope Management, Time Management, Cost Management, Quality Management, Vendor Management, Resource Management & Risk Management.
* Exceptional skills backed by sound experience in creating a variety of Project Management, Business Analysis & Testing documentation -Project Plans, Work Breakdown Structure, Business Requirements Documents, Technical Requirements, UML Use Cases, UAT Testing Plans, Test Cases, Pros and Cons Analysis, Cost-Benefit Analysis, Fit-Gap Analysis, Workflows, User’s Guides, Communication Manuals, Procedures Manuals, Security Access and Responsibility Matrix.
* In-depth knowledge of SDLC; Project Management Book of Knowledge (PMBOK); and familiar with current industry standards, such as Agile and Scrum, Sarbanes-Oxley (SOX), ISO, Six Sigma and HIPAA.

**PROFESSIONAL EXPERIENCE:**

**ABB Enterprise Software Jul 6, 2015 – Mar 31, 2017 Richmond, BC**

Product Owner – Service Suite – COTS Solution (Project Manager / Business Analyst)

ABB provides industry leading software and deep domain expertise to help the world’s most asset intensive industries such as energy, utilities and mining solve their biggest challenges, from plant level, to regional network scale, to global fleet-wide operations. Their enterprise software portfolio offers an unparalleled range of solutions for asset performance management, operations and workforce management, network control and energy portfolio management to help customers reach new levels of efficiency, reliability, safety and sustainability.

* Defined Scope, and developed features/storyboards by defining requirements for enhancements to various software releases of ABB, Service Suite product.
* Highly organized individual exemplified by handling multiple assignments, sometimes of a complex nature or involving competing priorities and liaised between Product Management and Product Development departments.
* Managed teams and participated hands-on in developing Software Testing/Business Analysis/Project Management documentation for Forecast Run, Dispatch Schedule, CA/DA Threshold, Fieldworker Layered Maps projects.
* Identified SMEs, security requirements, and engaged business representatives into the product development process to effectively collaborate with PSO and other business stakeholders to identify and validate requirements.
* Prepared a product backlog in the Version One tool, envision and estimate story points for sprints, and plan incremental releases and followed the Agile ceremonies (Release Planning, Sprint planning/ Retro / Review, etc.), and principles throughout the product development phases.
* Facilitated SWAG and Grooming Sessions utilizing the Agile and Scrum methodologies and attended daily stand-up meetings facilitated by Scrum Master.
* UML Use Cases and alternative scenarios for Features and User Stories
* Prepared Current (AS-IS) – Future State (TO-BE) process mapping
* Conducted Gap Analysis for Forecast Run, Dispatch Schedule (Gantt chart), CA/DA Threshold, Fieldworker Tablet Asset Layers and Layered Maps.
* Prepared Pros and Cons Analysis for Capacity Administrator project and presentation of subject matter.
* Define security requirements and prepare Security Matrix for Security Administration application and User’s Guide.

**SaskTel Telecommunications Oct 7, 2013 – Dec 31, 2014 Regina, SK**

Senior Business Analyst

SaskTel is the leading full service communications provider in Saskatchewan, offering a wide range of products and services including competitive voice, data, Internet, entertainment, security monitoring, messaging, cellular, wireless data and directory services. Based in Regina, SaskTel and its wholly-owned subsidiaries have a workforce of 4,031 FTE employees.

The M2M project will establish a machine to machine product offering with the required sale, provisioning, fulfillment, billing and assurance delivery systems and processes, to enable seamless delivery of the product to SaskTel Telecommunication customers. Emerging device types vary widely, including meters, sensors, modems, PC tablets, GPS receivers, cars and household appliances. Ericsson is the vendor that will be providing the M2M platform.

* Identify Stakeholders and defined project scope; maintained/managed project team schedule; ensured issues were identified/resolved; and action items were tracked/reported.
* Facilitated JAD sessions to elicit business and functional requirements to prepare High Level Requirements Document for final review and sign-off by project sponsor, business prime and key stakeholders using Moscow Method (**M**ust, **S**hould, **C**ould, **W**ont) requirements priorities.
* Developed a variety of Business Analysis/Project Management documentation including, the following deliverables for the Machine to Machine project within the SDLC method.
* M2M Project, Scope Statement
* M2M Project, High Level Requirements Document
* M2M Project, High Level Requirements and Traceability Spreadsheet

**The MSG Company Mar 18, 2013 – Jun 28, 2013 New York, NY**

Senior Business Analyst

With an unparalleled portfolio of strategically aligned venues, content and distribution channels, The Madison Square Garden Company`s three business segments – Madison Square Garden Sports, Media and Entertainment – work together to deliver exceptional experiences that endure for generations, <http://www.themadisonsquaregardencompany.com/our-brands.html>.

The MSG Company, Venue Systems, Senior Business Analyst position focused on key functional business areas that included food, beverage and merchandise operations, point-of-sale, vending, inventory, suite services, e-commerce, work order management, incident management and preventative maintenance.

Created test cases in preparation for User Acceptance Testing of work order management and security incident functionality by building operations and security staff to be used at all of the company`s venues.

* Prepare current state, swim lane diagrams of building operations and security incident business processes.
* Elicited requirements from joint sessions with Building Operations, Security users from all venues and IT staff for preventative maintenance functionality.
* Preparation of Work Order / Incident Management and Preventative Maintenance project deliverables including; Functional Test Cases, Business Process Mapping Current State (As-Is), Functional Specifications Document that met that met guidelines and process standards for Project Review Board meeting.
* Aware Manager (COTS solution) will be configured for the tracking of Building/Event Operation work orders and security incidents across the following MSG Holdings venues: Madison Square Garden, The Beacon Theatre, The Chicago Theatre, Radio City Music Hall.

**Sports:** Knicks, Rangers, Liberty, Connecticut Whale

**MSG Media Networks:** (MSG & MSG+), Fuse

**Venues and Entertainment:** Madison Square Garden, Radio City Music Hall, The Beacon Theatre, The Theater at MSG, The Chicago Theatre.

**Nick Fuller and Associates Oct 1, 2012 – Feb 28, 2013 Vancouver, BC**

Senior Business Analyst/Project Manager

Nick Fuller and Associates have been assisting private and public companies with their Investor Relations needs in London, England and Europe for 20+ years and offer London England offices and United Kingdom and European roadshows, Investor Presentations, Media Dissemination, Introductions to sources of Finance, and Administrative Services.

LDT Consulting, Inc. was engaged to provide project management and business analysis consulting services to elicit business, functional and non-functional requirements for re-design of the Nick Fuller and Associates, Mining Observer portal and web database. The motivation to create the Mining Observer web portal was to provide a source of truly independent research and opinions on junior mining companies listed on the TSX Venture Exchange in Canada. The TSX Venture Exchange is headquartered in Calgary, Alberta and has offices in Toronto, Vancouver, and Montreal. The objective is to feature undiscovered stock option gems that are not currently on investor`s radar.

* Project deliverables included; Investor Relations, Mining Observer Database design and development, Investor Relations, Mining Observer Web Portal.

**TELUS Communications Jun 4, 2012 – Aug 20, 2012 Vancouver, BC**

Business Analyst II

**TELUS** (TSX: T, NYSE: TU) is a national telecommunications company in Canada that provides a wide range of communications products and services including data, Internet protocol (IP), voice, entertainment, and video. The company is based in Burnaby, British Columbia. TELUS utilizes CDMA 2000, IDEN, and HSPA+-based mobility phone networks. TELUS’s competitive consumer offerings include wireline, wireless, internet and Optik TV™.

* Prepared the Project Charter, including the Scope Statement to detail the Online Order Form project scope and Requirements, Business Process Mapping – Current State (As-Is), and Pros and Cons Weighted Decision Making Analysis for option recommendations for presentation to the working group and sign-off by the project sponsor and business stakeholders.
* Analysis of both manual/automated processes of current state (As-Is) workflow and define business, functional and non-functional requirements.

**Amway Corporation (Global Headquarters) Aug 2, 2011 – Jan 31, 2012 Grand Rapids, MI**

Senior Business Analyst

Amway was founded in 1959 by Jay Van Andel and Richard DeVos. Based in Ada, Michigan, the company and family of companies under Alticor reported sales growth of 9.5%, reaching US$9.2 billion for the year ending December 31, 2010.

Its product lines include home care products, personal care products, jewelry, electronics, Nutrilite dietary supplements, water purifiers, air purifiers, insurance and cosmetics. In 2004, Health & Beauty products accounted for nearly 60% of worldwide sales with locations in more than 80 countries and territories in the Americas, Europe, China, Japan and Korea, South East Asia, South Africa, Australia and New Zealand, Amway is a truly global company.

The Sales Order Solution project (Enterprise Services)delivered the sales order, registration/renewal data, logic, and service components for a Service Oriented Architecture (SOA) required for the ATLAS (COTS solution) deployment in Europe, in a manner that ensured the effective delivery of these capabilities for web services and the contact center. The project utilized Agile method for software development that break tasks into small increments with minimal planning, each iteration involves a team working through a full software development cycle when a working product is demonstrated to stakeholders.

* Identified business processes in scope for the Sales Order Solution but limited to order capture. Processes included; Distributor Registration Distributor Resignation, Distributor Blocks and Privileges, Create Sales Order, Item Substitution and Back Order, Process Sales Order, Billing, Distributor Bonus, Awards and Line of Sponsorship for the Online Order Form project.
* Consolidated/validated Business and Solution Requirements with stakeholders, and SME’s for the Enterprise Services and Global e-Business departments related to Order Capture business processes by individual solution component.
* Drafted and collaborated with SDLC department to finalize the Functional Specification and prepared definition for User Stories, Use Case Diagrams (Context Models), and Use Case Scenarios.
* Prepared the requirements spreadsheet for import to IBM Rational DOORS to facilitate requirements traceability in HP Quality Centre and include in the Sales Order Solution Project, Business Requirements Document.

**HP Advanced Solutions Inc. Nov 1, 2010 – Mar 4, 2011 Victoria, BC**

Senior Business Analyst

HP Advanced Solutions Inc. (formerly EDS Advanced Solutions) is a subsidiary of HP Canada. As HP Canada’s service delivery channel, HP Advanced Solutions delivers verifiably world class business process and information technology outsourcing services in a professional environment. The PGO, Gated Governance included the Initiation Review, Planning Review, Design Review, Go Live Review, and Close Down Review gates of their PMO.

**Shared File and Print Project:**

HP Advanced Solutions created a new version of the SFP architecture. The strategy involves replacing multiple Windows servers with larger Network Attached Storage (NAS) devices, as well as virtualizing print queues. The Shared File Print (SFP) service is the corner stone of office productivity services for users and their applications. It is the most widely used Hosting Service; used by over 35,000 BC Public Servants. The current environment consists of over 250TB of data and over 100 servers used to support the environment.

* Facilitated one-on-one and group meetings to elicit business, functional/non-functional and technical requirements in a multi-stakeholder Shared File and Print business area that included the Hosting Services Director, SFP Project Manager, Solution Architect, Senior Test Analyst, SFP Team Lead, and Windows Team Lead for the Shared File and Print project.
* Project deliverables included; Shared File and Print, Requirements Document, Business Functional and Non-Functional Requirement Traceability Matrix for import to HP Quality Centre for user acceptance testing, Current State (As-Is), Gap Analysis, Operational Change Management Plan that included new processes, roles, responsibilities and training requirements.

**STMS Kamloops Managed Services, Data Centre Project:**

To establish the Managed Services cage in the Q9 Kamloops facility. The cage will be in a state to accept requirements/requests for the installation of servers intended to support HP Advanced Solutions ongoing business. This project introduced the following common infrastructure components and services;

* Base IT services (Active Directory [AD], Domain Name Services [DNS], Network Time Protocol [NTP], Simple Mail Transfer Protocol [SMTP], Patching solutions [PAU/BSA, YUM, NAS])
* Set-up provisioning process and base infrastructure services for the \*.nix environment, the Windows environment, the Database environment
* Virtualization Infrastructure (bare-bones ESX environment set-up for SAN/BUR service line project).

Produced meeting minutes for Common Infrastructure workshop that was facilitated by the Program Manager, Solutions Architect, and Project Manager to identify required architectural components.

* Department Directors and Managers included the Windows Shared File and Print Services, Unix and Virtualization, Application Enabling Services, Storage and Backup, Tools and Infrastructure for the STMS Kamloops Data Center.

Formulated requirements gathered from the Statement of Work, and source documents that included the Hosting Services, Operations Manual and Schedule 9 (Statement of Work) for Common Infrastructure (STMS Kamloops Managed Services, Data Centre).

* Project Deliverables include the STMS Kamloops Managed Services - Data Centre, Project Charter, the Common Infrastructure workshop meeting minutes and the Functional and Non-Functional Requirement Traceability Matrix.

**Make Technologies, Inc. Feb15, 2010 – Jul 27, 2010 Vancouver, BC**

Senior Business Analyst / Project Manager

MAKE provides the Transformational Legacy Modernization (TLM) platform to re-architect and replace legacy systems. Transformation Legacy Methodology (TLM) is a methodology that empowers Make’s partners and customers to successfully modernize and maintain their mission critical IT systems with significantly less risk, time, and cost (TCO).

Project Description:

The TLM Method Update Project was initiated to document the current state (As-Is) of processes and tools that have been developed while executing the method and to elicit To-Be requirements employing the Agile methodology.

Responsibilities:

* Facilitated one-on-one and group meetings to elicit requirements from TLM method practitioners that included Lead Business Analysts, Lead Systems Analysts, the Director of Technology and Project Managers.

Project Deliverables:

* TLM Method, Business Requirements Document and Business, Functional and Non-Functional Requirements
* TLM Method, Process Maps (Swim-Lane) – Current State (As-Is) and conducted final review to finalize.
* TLM Method, Gap Analysis to identify Make Technologies methodology functional gaps.
* TLM Method, Work Breakdown Structure and Project schedule for TLM Method Update Project.

**Gnosis Information Service, Inc. Sep 1, 2008 – Nov 30, 2009 Vancouver, BC**

Senior Business Analyst / Project Manager

* Co-ordinated the proposal development activities aligned with the bid response processto deliver a fully compliant bid for all provincial government RFP’s though BC Bid Opportunity and produce regular status reports on the status of all active proposals.
* Oversaw and participated in the development of various types of estimates from conceptual estimates for proposals to detailed estimates for on-going projects.
* Review proposal specifications to determine scope of work and required contents of estimate to develop Statement of Work for prospective clients.
* Project Deliverables included; the Responses to RFP’s though BC Bid Opportunity, Conceptual estimates in response to BC Bid Opportunity RFPs and detailed estimates for on-going projects and the Statement of Work for prospective clients.

**City of Edmonton, ETS Feb 12, 2008 – Aug 29, 2008 Edmonton, AB**

Senior Business Analyst / Project Manager

The Edmonton Transit System is a municipal government agency that operates a variety of public transportation systems including buses, Light Rail Transit (LRT) and Disabled Adult Transportation (DATS).

The primary objective of the Trip Planner III Project was to gather business requirements for an estimated $350,000.00 enhancement to the ETS, Trip Planner application at <http://www.edmonton.ca/transportation/edmonton-transit-system-ets.aspx/>using the Stage Gate methodology adopted by the City of Edmonton, and utilized MS .Net Framework, WebTrends and Google Maps alternatives. The Information Technology Branch (ITB), Stage Gate Methodology included the Concept, Investment, Design, Implementation, Post Implementation and Post Project Evaluation gates.

* Facilitated group meetings and structured walkthroughs to elicit and validate business, functional and non-functional requirements from Subject Matter Experts (SME), business stakeholders and functional management.
* Facilitated requirements review sessions to validate / prioritize requirements to produce the Business Requirements Document and obtain sign-off by the project sponsor and key stakeholders.
* Shadowed 311 Call Centre agents, and prepared swim-lane process flow diagrams and produced UML use-cases scenarios for both Current State (As-Is) and Future State (To-Be).
* Identified, logged and maintained project issues using SharePoint on the City of Edmonton intranet portal and adjusted project baseline using MS Project concerning the Trip Planner III Project.
* Determine scope by completing the Work Breakdown Structure (WBS) and decomposition of project activities by phase into work packages to create estimate worksheets and provide budget estimates.
* Project Deliverables included; the Project Charter and Cost Estimates, Business Requirements Document, Business, Functional, Non-Functional Requirements, Process Mapping, Current State (As-Is) and Future State (To-Be), UML Use-Case Scenarios, Fit-Gap Analysis to determine whether the present Trip Planner application fit business requirements and identified any such gaps in required functionality.
* Prepared and presented the PMO, Stage Gate Methodology, and Investment Gate meeting presentation to introduce concepts, make recommendations and present findings for the Investment Gate to the Steering Committee and acquire budget approval from the project sponsor in order to proceed to the Design Gate for the Trip Planner III Project. <http://etstripplanner.edmonton.ca/PlanYourTrip.aspx>

**Law Society of British Columbia Nov 1, 2007 – Dec 31, 2007 Vancouver, BC**

Senior Business Analyst:

The Law Society of British Columbia is the regulatory body for the BC legal profession.

The primary objective of the MIS Re-Design Project was to re-design the Membership Information System and to focus on improving the user’s experience, allowing the LSBC staff to complete their tasks more efficiently and effectively.

* Identified business functions, elicited business, functional and non-functional requirements to prepare Functional Specifications for custom application development of solution.
* Mapped business processes by conducting interviews with business stakeholders, functional managers, executive to produce swim-lane process flow diagrams for both As-Is and To-Be states.
  + Stakeholders included; Member Services, Professional Conduct, Professional Regulation, Audit & Investigations, Discipline, Ethics & Practice Advice, Lawyers Insurance Fund, Trust Assurance, Unauthorized Practice, Finance, Policy & Legal, Services, Practice Standards, Special Fund & Custodianships, Communications, Professional Legal Training Course and Operations.

Project Deliverables included; Functional Specification, Current State (As-Is) and Future State (To-Be) process mapping.

**Illinois Department on Aging / Deloitte Mar 1, 2007 – Jun 15, 2007 Springfield, IL**

Senior Business Analyst

The IDOA is an Illinois state government agency whose mission is to serve and advocate for older Illinoisans and their caregivers by administering quality and culturally appropriate programs that promote partnerships and encourage independence, dignity, and quality of life. The IDOA engaged Deloitte Consulting, the leading management consulting firm, to perform an analysis of the Aging Network’s current systems, data sharing and reporting tools, their impact on clients and agencies, and assist in the creation of multi-year technology roadmap aligned with the Aging Network’s future business needs and strategic vision.

The primary objective of the Technology Assessment was to review the Aging Network's existing Information, Application, and Technical infrastructures, versus its processes and organizations, to determine and how IDOA’s shared business needs may impact technology in the future.

* As a member of the Deloitte Consulting, Technology Assessment team that included a Program Manager, Project Manager, Business Analyst, Business Systems Analyst, Technical Writer, the team conducted site visits, and group interviews with head office staff, 13 Area Agencies on Aging (AAA) and 3 Case Coordination Units (CCU) to inquire about data flow, data sharing and integration.
  + Business stakeholders included staff members from AAA, CCU, Senior Help Line, Circuit Breaker/Med Part D, Elder Abuse Protective Agency, and Ombudsman throughout the state of Illinois.
* Documented the Current State (As-Is) section of identified business functions for the Illinois Department on Aging, “Case Coordination Units” that included Intake, Eligibility, Assessment, Case Management, Care Planning, Self-Services, Billing, Payments, Provider Management, Reporting, Service Planning, Information and Assistance, Incidents/Complaints/Claims, Quality Assurance, Program Administration and Contacting included in the Deloitte Consulting final deliverable.
* Prepared the Data Warehouse definition for the Future State (To-Be) section of the IDOA, Strategic Technology Roadmap Outline. Other sections included; Transformation Management Office (PMO), Functional and Technical Requirements, and Consolidated Information System.
* Prepared the Illinois Department on Aging, I4A (Illinois Association of Area Agencies on Aging) focus group presentation to solicit feedback about organization challenges in terms of information collection, sharing, and use, thoughts about information challenges in the next 5 years, and what opportunities are envisioned for potential consolidation of existing systems, information, and/or processes.
* Prepared the IDOA, Data Flow Diagram for “Planned Enhancements” in the up-coming year that included Enterprise Case Management (City of Chicago), Catholic Charities, eCCPIS, CMIS, Client Forms Manager and Vender Request for Payment (VRFP).
* Conducted research to document applications is use by other state governments, Department on Aging throughout the United States, their functionality and whether they were a COTS product (i.e. Harmony, formerly known as Synergy), Case Management Solution, or a custom developed solution.
* Project Deliverables included; Current State (As-Is) section of Technology Assessment, Technology Assessment, Data Warehouse Definition, I4A (Illinois Association of Area Agencies on Aging) Focus Group presentation, Data Flow Diagram for “Planned Enhancements”.

**Digifonica International Inc. May 1, 2006 – Jul 15, 2006 Burnaby, BC**

Senior Business Analyst

Digifonica, a privately held company, is an Internet Telecommunications Technology Provider (ITTP) and Internet Telecommunications Solutions Provider (ITSP).

* Facilitated weekly project status meetings for Digifonica International Inc. to coordinate and follow-up on action items, accomplishments and blocking issues concerning Salma, Esther, Esther Administration and Subscriber Self Care product, version 1.7.
* Developed and maintained the project schedule and produced a Gantt chart to identify project dependencies for Version 1.7 product roadmap.
* Define Blister Pack functionality that included the purchase of hardware from the Reseller or Online and subsequent Sign-Up and selection of bundle and Registration for service via the Partner’s website.

Project Deliverables included the following documents:

* Blister Pack Project for Partner’s website, Functional Specification
* Process Mapping, Current State (As-Is) Salma, Esther, Esther Administration and, Subscriber Self Care
* GAP Analysis between Version 1.6.5, and Vonage.co.uk to make recommendations for Esther enhancements for Dangaard Telecom in Copenhagen, Denmark.
* Credit Card Clearing House, Vendor Evaluation to select payment service provider and acquiring bank to facilitate European credit card transaction processing for the e-commerce website hosted by Digifonica for Dangaard Telecom.
* RFP for Tier I / Tier II technical support for Support Services of VoIP systems for submission to European vendors.
* Statement of Work for Sign-off by the client before beginning the Dating Buzz project kick-off for IP Dialtone in Johannesburg, South Africa.

**Infowave Software, Inc. Mar 17 2005 – Dec 31, 2005 Burnaby, BC**

Senior Business Analyst

Infowave Software Inc. was a public company whose COTS product, "Echo" workforce management solution, provided for reliable wireless electronic transmission of data using a hand held device or Notebook (i.e. Panasonic Toughbook), improved availability of data and facilitated more efficient field force operations and productivity. The N-Tier system architecture included java J2EE development platform utilizing middleware (i.e. TIBCO/WBISF) that integrated with SAP, PeopleSoft, and Passport ERP(s), including Oracle databases and CRM.

* As the Professional Services, Business Analyst was responsible for customer facing on client engagements, including requirements analysis, solution design and system integration to SAP ERP, for Chevron Pipeline, SCADA system enhancements and Shell Oil work order functionality.
* Highlighted key findings and recommendations for business case and ROI metrics for presentation to Hydro One's senior management and executives by Infowave's Business Development Manager.
* Engaged in discussions and made product roadmap suggestions concerning required functionality based on current customer needs with VP of Development, Product Manager and Solution Architect to determine product features and development priorities.

Project Deliverables included the following documents:

* Agfa Health Care, User Acceptance Test Plan using Test Director to facilitate user acceptance testing Infowave’s work order management for Agfa Health Care.
* Agfa Health Care, additions after initial requirements gathering to Solution Design Document, that included; Work Order Entitlement, Damage Codes, Activity Codes and identified system and reference data.
* Authored Infowave’s, work order management, User's Guide to assist Agfa's in-house trainer in developing training materials, and attended Field Service Engineer training sessions to support the corporate trainer.
* Chevron Pipeline, Solution Design Document including Mock-up of wireframes for screen design for recommended solution development.
* Shell Oil, Solution Design Document for recommended solution development.
* Sprint Nextel, Use Case Scenarios for mWarehouse and mFieldWorks modules, Partial Internal Requisition, and supply chain enhancements.
* Hydro One, Ontario Canada, Current State (As-Is) and Future State (To-Be) process flows, Day-in-the-Life scenario, and Cost-Benefit Analysis for business case presentation.
* Hydro One, Fit-Gap Analysis of Infowave’s work order management solution to identify functionality required to meet Hydro One's workforce management needs.

**Fountain Tire Mar 12 2004 – Jun 11, 2004 Edmonton, AB**

Lead Business Analyst

Fountain Tire is private company that is a nationally recognized tire dealer in Canada that recently formed a business partnership with Goodyear in 1987.

The primary objective of the Fountain Tire, EOD/EOM Project was to identify processes and document procedures to facilitate the streamlining of the Financial Charges and Customer Statement processes and update the associated Project Plan, Gantt chart.

* Elicited business, functional and non-functional requirements by interviewing subject matter experts (SME) and Database Administrator (DBA).
* Identify processes related to EOD and EOM, EDI and POS transaction processing that included reconciliation of the A/R and GL modules, the Aging Process, integration and posting of Finance Charges via Integration Manager to MS Great Plains (Microsoft Dynamics), ERP.
* Documented procedures and created checklists to identify job dependencies and established escalation and recovery procedures.

Achievements:

In three months, completed the Current State (As-Is )analysis and identified Financial Charges and Customer Statement processes, thus facilitated process improvements by identifying and implementing efficiencies and the streamline processes.

1. Lead the VastOffice (COTS product), point of sale system (Odyssey) End of Day and End of Month batch job processing stabilization.

* Chaired monthly EOM Operation Meetings to monitor progress, addressed problems and/or operational issues.

1. Lead the Completeness 1.0 Project team

* Chaired daily Completeness 1.0 Status Meetings to coordinate and facilitate follow-up of issues/action items identified between Fountain Tire stores, POS systems to Back Office, Back Office to MS Great Plains and Back Office to Good Year with regards to EDI and completeness in co-operation with CarParts Technologies and TGO Consulting.

Project Deliverables included; Functional and Non-Functional Requirements for End of Day and End of Month batch job processing from VastOffice Point of Sale system (Odyssey) to Back Office, Current State (As-Is) and Future State (To-Be) processes maps related to EOD and EOM, EDI and POS transaction processing, Change Control Management Strategy between the vendor, CarParts Technologies and Fountain Tire.

**Telus Mobility Apr 30 2001 – Dec 31, 2003 Burnaby, BC**

Business Analyst

TELUS Mobility, a public company, is one of Canada’s leading telecommunication companies that operate specialized mobile radio wireless communication networks.

The TELUS Mobility, Fusion West Project, involved the billing system merger and data mart procedures in anticipation of outsourcing Enterprise Data Warehouse development to Toronto, ON. Processes consisted of; Extract/Transform/Load and Build Processes, Post Processing, including Segmentation (Post Paid Cellular), IPSOS Reid Sub-Segmentation (Prepaid Cellular) and Churn analysis for Marketing Reporting.

* Elicited business requirements by conducting one-on-one interviews with Client Loyalty and Customer Retention Managers, Corporate Sales Managers, Database Analysts and the Systems Analyst for the AnalytiX Data-Marts in both Alberta and BC, in anticipation of further development of the Oracle, EDW by Telus Mobility.
* Project Deliverables included the following documents:
* TELUS Mobility - Fusion West, Business, Functional and Non-Functional Requirements
* TELUS Mobility - Fusion West, Data Mart Procedures to support the merger of the K2 Billing System (Telus BC) with the KNOWbility Billing System (Telus AB) and further development of the Enterprise Data Warehouse.

**Insurance Corporation of BC Oct 1, 1999 – Dec 31, 2000 North Vancouver, BC**

Business Systems Analyst

The Insurance Corporation of British Columbia (ICBC) is a [provincial](http://en.wikipedia.org/wiki/Provinces_and_territories_of_Canada) [crown corporation](http://en.wikipedia.org/wiki/Crown_corporation) in the province of [British Columbia](http://en.wikipedia.org/wiki/British_Columbia) that provides universal [public auto insurance](http://en.wikipedia.org/wiki/Public_auto_insurance), [driver licensing](http://en.wikipedia.org/wiki/Driver%27s_license) and [vehicle registration](http://en.wikipedia.org/wiki/Vehicle_register) and licensing.

Project Description:

The Source Data Quality Project was a sub-project of I.C.B.C.’s the Crime, Crash, Contravention and Corporate Data Warehouse (EDW) projects and the primary objective was to investigate issues, analyze data to identify the root cause of data quality issues and drive practical solutions to address problems.

* Performed business systems analysis by interviewing managers, developers, and other technical resources to investigate problems and determine the root cause of source data quality issues, identified source to target data mapping and performed data analysis to estimate the size of problem (# of records affected)
* Made SDQ solution recommendations in the form of an Action Statement that outlined the impact, qualitative and quantitative benefits, including a rough estimate of the costs involved. E.g.: field edit for a date field in the legacy source system (Claims Management System) or to unlock a transaction and allow an update for 24 hour period after initial entry.
* Project Deliverables included; Crime, Crash, Contravention, High Level Presentation to Business Advisory Team (BAT), Source Data Quality Project, Root Cause Analysis of SDQ issues and SDQ Action Statement, High level presentation to the I.C.B.C., Crime, Crash, Contravention project and Business Advisory Team (BAT) concerning the status of various SDQ issues, and the process.

**BC Automobile Association Jun 1, 1999 – Aug 31, 1999 Burnaby, BC**

Business Systems Analyst

The British Columbia Automobile Association (BCAA) is a not-for-profit member services organization with more than 792, 310 members in British Columbia and the Yukon.

* Gathered business, functional and non-functional requirements to produced Business Requirements Document for the insurance policy renewals and cancellations to facilitate the automation of the current manual process.
* Established guidelines and proposed a change management strategy and process that addressed the needs of internal staff and management of B.C.A.A.
* Proposed a migration strategy from development to test and finally to production environments, which included the synchronization of the training environment with the production environment.
* Initiated a decision information request to outline options and recommended Visual SourceSafe as the preferred solution for version control for use by both Information Services and the vendor developer.
* Project Deliverables included; Business Requirements Document for Reminders and Cancellation, Change Management Strategy, Migration Strategy , Decision Information Request for SourceSafe and version control.

**Insurance Corporation of BC Apr 1, 1998 – Apr 30, 1999 North Vancouver, BC**

Business Analyst

The Insurance Corporation of British Columbia (ICBC) is a provincial crown corporation in the province of British Columbia that provides universal public auto insurance, driver licensing and vehicle registration and licensing

The primary objective of the Intersection Safety Camera Program was to gather requirements for an estimated $13,800,000.00 project with the plan to rotate 30 red light cameras and deploy decoy units at 120 provincial and municipal intersections.

* A team of two business analysts were engaged with cross-functional resources to jointly facilitate JAD sessions to identify business functions, gather requirements, determine business rules and obtain consensus with stakeholders to ensure shared understanding.
* Attended the preliminary stage of the RFP evaluations and then ICBC short-listed the number of proponents at two stages in the process. The 1st stage was after the completion of the written and price evaluations and the 2nd stage was after the completion of the vendor evaluation components.
* Project Deliverables included, Intersection Safety Camera Program, Business Requirements Document including requirements, business processes, and business rules.
  + RACF and MS Access, Security Access Requirements for user groups and permissions for both RACF and MS Access users.
  + RFP evaluations and ICBC short-listed of proponents
  + Impact Assessment for the ISC Program to estimate the effect that red light ticket volume would have on I.C.B.C., Integrated Traffic, Camera Unit, Motor Vehicles Branch, Ministry of Attorney General, Municipalities, and External Agencies with regards to additional staff, space, telephones and other equipment accommodating ISC processing.
  + Implementation Plan to facilitate the integration of the ISC ticket processing with the Ticket Processing Management System for Photo Radar ticket processing at the ITCU.

**Bank of Montreal Nov 1, 1997 – Dec 31, 1997 Vancouver, BC**

Business Systems Analyst

The Bank of Montreal (in French, Banque de Montréal, and commonly BMO in either language) is the fourth [largest bank](http://en.wikipedia.org/wiki/Big_Five_banks) in [Canada](http://en.wikipedia.org/wiki/Canada) by deposits.

* Elicited business and functional requirements by interviewing the Bank of Montreal, Manager of Customer Service and Administration at the Vancouver South branch for re-design a stand-alone, database that provided personnel and salary information of bank employees for human resource budgetary purposes.
* Project Deliverables included, Business and Functional Requirements and development of an MS Access database, including the physical data model, determined entities, relationships and normalized data.

**Alcatel . Lucent May 1, 1997 – Nov 30, 1997 Burnaby, BC**

Data Analyst

Alcatel-Lucent is a public company and a leader in fixed, mobile and converged broadband networking, IP technologies, applications and services to deliver voice, data and video communication services to end-users

* Participated in development of the train control system for the Jubilee Line Extension Project of London Underground as the data coordinator to gather data requirements and priorities for C++ development.
* Project Deliverables included; Data Requirements, SQL Queries to incorporate external data to provide data to application programmers using SQL Server, ERD Diagram and data models using Visio to represent the site database relationships.

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| E d u c a t i o n |

**1998 – 1999 British Columbia Institute of Technology**

**Computer Information Systems - Burnaby, BC**

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| --- | --- |
| ECON2100 | Microeconomics |
| ECON2200 | Macroeconomics |
| COMM1103 | Business and Technical Communications |
| COMP1273 | MS Access Development 1 |
| COMP1401 | Programming Concepts and Methods |
| COMP1445 | PL/I Programming Language 1 |
| COMP1615 | Systems Analysis 1 |
| COMP2615 | Systems Analysis 2 |
| COMP3670 | Understanding Objects |
| COMP3610 | Relational Database Systems |

W O R K S H O P S

**Oct 3,10,17,24, 2008 PMP Workshops**

Annex Consulting Group Inc.

CIKI Learning Centre

**Nov 23 – 28, 2009 Basic Security Training**

Justice Institute of British Columbia

Security Supervisor for Vancouver 2010 Olympics

S O F T S K I L L S, M E T H O D O L O G I E S A N D D E L I V E R A B L E S

**Soft Skills:** JAD Session Facilitation, Meeting Management, One-On-One Interviews, Consensus Building, Listening Skills, Conflict Resolution, Communications, Presentations, and Requirements Sign-Off.

**Methodologies/Frameworks:** SDLC, RAD, PMBOK**,** BABOK,Stage Gate Methodology, Agile (Familiar with Scrum, XP, Lean, FDD, DSDM, or Crystal).

**Deliverables:** SOW, Project Plan, Project Charter, Scope Statement, Project Schedule, RFP, WBS, Cost Estimate, Business Requirements Document, Functional Specification, Technical Requirements Document, Business Rules, Business Case ROI / KPI metrics, Cost-Benefit Analysis, Current State (As-Is) / Current State (To-Be) Swim Lane Process Mapping, Fit-Gap Analysis, Data Flow Diagrams, Data Modeling, ERD, UAT Plans, Test Cases, Defect Reports, User Guide, Procedures Manual, Operational Change Management Plan, Communications Plan, Vendor Assessment, Impact Assessment, and Security Access for Roes and Permissions.

T O O L S A N D T E C H N I Q U E S, S O F T W A R E, A N D D A T A B A S E S

**Tools and Techniques:** Business, Functional/Non-Functional Requirements, Requirements Traceability Matrix, Job Shadowing (Observation), Pros and Cons Weighted Decision Making Analysis, Process Modeling, Root Cause Analysis, Survey/Questionnaire, SWOT Analysis, Job Shadowing (Observation), and Pros and Cons Weighted Decision Making Analysis.

**Software Packages:** MS Project, Outlook, Word, Excel, PowerPoint, Visio, Access, Internet Explorer, HP Quality Centre, Mercury Test Director, Cisco WebEx, Skype for Business.

**Databases:** DB2, IMS DB/DL1, Oracle, SQL/DS, MS SQL Server, Data Warehouse, Data Mart.

E X T R A C U R R I C U L A R A C T I V I T I E S

Travel, Fine Dining, Wine Tasting, Theatre, Dance, Museums, Art Galleries, Opera, and Symphony Orchestras.

I N T E R E S T S A N D A C T I V I T I E S

Equestrian Hunter Jumping, Downhill Skiing, Gym Workouts, Inline Skating, Golf, and Basketball.