

COREY JACKSON

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PROFILE

- Senior IT professional with 20+ years of practical experience in the field of business system analysis, project management, software engineering, quality assurance, application support and team management
- Expertise in business analysis, project management, operations management and in integration of different bodies of knowledge to provide optimized solutions to complex business problems
- Extensive experience in leading application support teams, utilizing ITIL framework for incident and problem management, ensuring adherence to KPIs and other metrics as per the defined SLAs, analysis and review of KPI trends to identify problems and areas of improvement
- Experience in mapping requirements to existing application features, determining business impact, technical fit, and documentation of proposed system and set up changes, detailed business and functional specifications
- Adept in end-to-end software implementation/enhancements/production support from requirement analysis to system study, developing functional specification documents, deployment, testing, troubleshooting, post-implementation support
- Experience in GAP analysis and process mapping supplemented with knowledge of waterfall, agile development and requirement management methodologies
- Participated in project prioritization plans, adding valuable input to impact, scope, deliverables and project schedules weighing benefits vs. costs
- Competent in managing client relationships, anticipating and addressing underlying needs, proactively adding value to products, services and processes
- Excellent problem-solving skills with strong technical background and good interpersonal skills, willingness to enhance knowledge by learning latest cutting-edge technologies
- Exceptional work ethics, ability to work without the need for direct supervision, multitasking, and timely completion of all assignments

SOFT SKILLS

- Leadership, team building, decision making, mentoring, negotiation, and presentation skills
- Innovative, creative, responsible, cooperative, hard working, versatile, flexible, and adaptable
- Possess strong organizational, time management, conflict management, and analytical thinking skills
- Written and oral communication skills in English and French languages

TECHNICAL / HARD SKILLS

Management: Strategic planning, department & product management, budgeting, performance & resource management

Project Management: Agile, Waterfall, Scrum, Scheduling, Prioritization, JIRA, Confluence, MS Project, Primavera

Architecture: TOGAF, SDLC, process mapping, data modelling, service oriented architecture (SOA)

Security: Physical Security, Door Locks, Surveillance Systems, Vulnerability Management, Penetration Testing, Ethical Hacking, System Hardening, Information Security, Secure Application Development, Password Management, NIST 800-x, ISO 27001, PCI DSS, 2FA/MFA/U2F, OAuth, SSO, SAML, SSL/TLS, AES, PGP, CORS, CSRF, XSS, Email and Web Security Gateways, DLP, DMARC, Kali Linux, FileAudit Plus, Netwrix, Nmap, Nessus, Metasploit, Nikto

Cloud & Server Computing: IaaS, PaaS, SaaS, AWS, Azure, GCP, Digital Ocean, OpenStack, Scale, VMWare, Hyper-V

DevOps: Bamboo, BitBucket, Git, SourceTree, TortoiseGit, Bash/Shell, PowerShell, Bamboo, Kubernetes, CI/CD

Development Languages/Technologies: .NET/Core, API's, Python, JSON, ASP,JSP,PHP, Perl, CSS, HTML, XML, AJAX, Bootstrap, jQuery, React, AngularJS, node.js, Java, JavaScript, Groovy, C#, Git, SPA, PWA, Nunit, Log4Net

Data Applications/Technologies:

NoSQL – CouchDB, PouchDB, IndexedDB, MongoDB

RDBMS - MS SQL Server, MariaDB, MySQL, Oracle, SQLite, ADO, DAO, ODBC, OLEDB, SQL

Data historians/products: AspenTech Setcim, OSISoft PI, PI-ACE, PI-AF, PI Batch, PI Coresight, PI-PE, DataLink, PI Manual Logger, ProcessBook, PI WebParts, Totalizers

Commercial Software: Salesforce, Jonas ERP, SAP ERP, Oracle ERP, PeopleSoft, SimplyAccounting, QuickBooks

Networking: WAN,LAN,VLAN,MESH,UTM,ASA,Firewalls,Routers,Gateways,Switches,Hubs,Bridges, Access Points, Print Servers, Proxies,VPN,DHCP,DNS,WINS,TCP/IP,IPSEC,IPS/IDS,ACLs,QoS, SSH, STP, NTP, SNMP, RADIUS, SIP, VOIP, SIEM, Satellite and Cellular comm, Cabling (CAT5/6), IP Cameras,FreePBX, SolSwitch, wireless network

optimization, interior and exterior network installation

Networking Tools: inSSIDer, NetSpot, NetLimiter, PTRG, PuTTY, Nmap, Wireshark, tcpdump, iPerf

Web Servers and Sys Admin: Apache, NGINX, IIS, Tomcat, M365, Exchange, Team Viewer, Anydesk, RDP, InTune

Operating Systems/Servers: Linux, Unix, Mac OS, iOS, Android, Windows 10/Server 2000-2016, VMS, DOS, Citrix

Design/Estimating: UML, ERD, DFD, Visio, Draw.io, AutoCAD, Revit, SketchUp, Accubid, WinEst

Reporting: ActiveReports, Business Objects, Crystal Reports, Pentaho, Power BI, SSRS, SharePoint

WORK EXPERIENCE

Contact North

Feb. 2022 – Mar. 2022

Technical Support Analyst

Contact North is a free, local bilingual service to help residents in 1,500+ rural and remote Ontario communities access online programs and courses from colleges, universities and training providers without having to leave their communities.

- Manage and perform computer deployments
- Provide technical support

Science North

Feb. 2022 - Oct. 2022

Senior IT Manager

Science North operates an interactive science centre and mine museum focusing principally on geology and mining history exhibitions. Science North is an agency of the government of Ontario and is a registered charitable organization.

- Developed and implemented short and long term IT strategic plans
- Responsible for leading, planning, organizing, and managing IT operations
- Responsible for managing user support
- Implemented an IT service management system
- Implemented an IT change management system

CFMWS

Jul. 2021 - Nov. 2021

Senior IT Manager/Project Director

Working on behalf of the Chief of the Defence Staff and under the authority of the Defence Minister, CFMWS is a partner in the Defence enterprise, operating under the Non-Public Property framework, expending Public and Non-Public funds. CFMWS is a separate agency of the Defence team. CFMWS offers programs and services to support the changing needs of the Canadian Armed Forces (CAF) by enhancing their mental, social, physical and financial wellbeing.

- Acted in role as a project director for an enterprise backup solution
- Acted in role as a project director for cloud migration of IT services

Sofvie Inc.

Sep. 2019 - Jul. 2020

Product & Service Supervisor

Sofvie is a software and service organization focused on minimizing workplace hazards and aligning workplace culture using Risk and EHS Management Software to generate collaborative intelligence. This enhances communication and redefines hazard and risk management in the workplace by intelligently analyzing data gathered from the front-line. Built on industry 4.0, Sofvie creates an accessible point of reference which aids in critical decision making processes.

- Managed direct reports in various roles of product development and tiered support
- Supervised direct reports in tiered support and service of customers and internal staff
- Mentored direct reports in full stack software development languages and frameworks including AngularJS, HTML, CSS, JavaScript, jQuery, node.js, Python, Groovy, SQL
- Acted as a subject matter expert on report development setting up a framework for the bulk conversion of previously developed reports to an open source solution (Pentaho)

- Acted as a subject matter expert on application security (Secure API, XSS, SQL Injection, Access Control, Logging & Monitoring)
- Managed the development of a standardized product API for integration with other software systems such as ERP's
- Managed the agile project development plan, acted as scrum master, and performed sprint planning using JIRA
- Contributed to definition and implementation of service desk processes and procedures such as service level agreements, escalation management, and the framework for 24x7 product support
- Acted as a liaison between business stakeholders, product support, development staff, and other cross-functional teams both onsite and in remote locations to identify any system/functional gaps, pro-actively monitoring environments for efficiency and continuous improvements
- Implemented Git as a source code control management system and implemented a standard repository strategy for core product and customizations
- Supervised direct reports in continuous delivery and continuous integration (CI/CD) of products (DevOps)
- Managed best practices and standards in the product development of a secure risk management system
- Advocated for storage and accessibility of all product and company documentation, including meeting minutes
- Lead product quality assurance and implementation of automated testing framework
- Lead the software development of a cloud-native product from a legacy application
- Participated in product hosting strategy using SaaS model (cloud, on premise, hybrid). Established hosting strategies with leading cloud providers including AWS, Microsoft Azure, IBM, and Digital Ocean for global product delivery
- Providing leadership, direction and coaching to develop skills and organizational capabilities to meet/exceed strategic goals and achieve business results
- Coordinate escalations to identify and address business requirements gaps and loop back with Product Owner, as required
- Documentation and review of the Service Level Agreements with stakeholders, ensuring adherence to defined SLAs through daily operational meetings
- Participating in finalizing training & development plans for employees, and continuous progress tracking
- Manage relationships and coordinate work between different teams at different locations, including relationships with all suppliers and subcontractors, monitor supplier and subcontractor progress and adherence to the contracts
- Implemented a standard collaboration system (Microsoft Teams)
- Communicate with product owner, project resources, and 3rd party vendors on a proactive and on-going basis

TESC Contracting Company Ltd. & SWSE Athletic Teams

Nov. 2015 – Jul. 2019

IT Manager

Established in 1976, TESC Contracting Company Ltd. has evolved into a multi-trade construction services provider specializing in industrial projects and plant/facility maintenance. With offices in Sudbury, Ontario and Saskatoon, Saskatchewan, they primarily serve the Industrial, Infrastructure and Institutional markets in multiple regions.

- Defined and implemented IT strategic initiatives based upon the company's annual strategic business plan
- Defined company growth objectives in partnership with the business
- Built trusting relationships with key stakeholders serving as an advisor of technologies to improve effectiveness
- Defined technology roadmaps and overall technology vision
- Drove collaboration across multiple teams, business units and phases, aligning IT Systems with business operations
- Managed projects including the assessment of requirements, provisions of functional deliverables, milestone planning, project closure, and lessons learned
- Managed comprehensive IT portfolio and IT projects with direct reports and 3rd party resources
- Employee management (hiring, mentoring, training)
- Managed a 24x7 IT service desk utilizing ITIL framework for incident and problem management
- Implemented service level agreements (SLA) and escalation management for IT services (24x7 support)
- Implemented an interactive IT metrics reporting dashboard
- Implemented internal IT processes and procedures
- Implemented cost saving solutions in IT and areas of business, new technologies, policies, procedures, and standards
- Implemented customized CRM solution for business using Salesforce with integration to other systems
- Assisted in the implementation of a point of sale system at the Sudbury arena
- Managed IT infrastructure including
 - Servers – Linux and Windows Server based, cloud and on premise hosting

- Storage – SAN and cloud based storage
- Backups – On premise and cloud based backups
- Network – Firewalls, UTM, switches, routers, site to site VPNs, etc.
- Security systems – Building alarm systems, surveillance systems, keyless entry using IoT
- Managed software licensing and contracts for all IT and IT related systems including: ERP, CRM, sales, accounting, HR, safety, and software for lines of business such as estimating, scaffolding, and construction projects
- Modernization of legacy applications (Time tracking system, project reporting, inventory management, safety information system, and HRIS)
- Managed internal web hosting of company websites using Apache as well as domain and DNS record management
- Implemented a security risk management framework including management, operational and physical security
 - Server room / infrastructure security
 - Auditing
 - Mobile device management (MDM) and data loss prevention (DLP) on COPE and BYOD devices (InTune & SimpleMDM)
 - Information classification, password management
 - Email and web security gateways
 - Network intrusion and prevention systems
 - Enterprise anti-virus, anti-malware, and anti-ransomware
 - Security awareness training (email security, phishing, vishing, etc)
 - Secured software applications and internally developed applications
- Provided leadership, planning and estimating, cost tracking, presentations, and communication of the following key IT projects:
 - Digital transformation (paperless and digital workflows)
 - Global enterprise wireless network (Unified company wireless network in branch offices and job sites using RADIUS)
 - Standard video conferencing and collaboration system (Microsoft Teams)
 - Inventory management systems (IT assets and specific business areas such as tool shop and scaffolding)
 - Standard web-based project reporting using HTML, CSS, JavaScript, and jQuery hosted in AWS
 - Safety management information system (eCompliance)
 - Company intranet (cloud based on Azure, single sign on using Azure AD)
 - Global VoIP system (migrated from analogue/POTS lines to VoIP system using FreePBX and SIP phones)
- Communicate with project stakeholders, business unit managers, project resources, and 3rd party vendors on a proactive and on-going basis

Vale Canada Limited

Jan. 2009 – Oct. 2015

IT Subject Matter Expert / IT Project Manager

Vale Canada is the Canadian nickel subsidiary of Brazilian miner Vale, the world's largest iron ore producer and exporter. The company is engaged in the mining, processing and marketing of metal products. Based in Toronto, Vale Canada produces nickel, copper, cobalt, platinum, rhodium, ruthenium, iridium, gold, and silver, both in Canada and in Indonesia.

- Managed a team of developers providing oversight and mentoring, resource scheduling and performance evaluations
- Performed in role of project manager managing all aspects of IT projects including project budgeting, initiation, planning, execution, monitoring, and closure
- Performed in project estimation as a subject matter expert
- Developed and managed project plans using a variety of tools including MS Project and HPPM
- Implemented best practices, standards, and product roadmaps as a subject matter expert for areas of expertise
- Provided or approved application architecture for several software applications including:
 - Computerized mould tracking system (Web based, .NET application)
 - Process Information Management Application (division wide web based production information reporting system consisting of KPI's and real-time information. Using SharePoint and web technologies)
 - Computerized systems for the atmospheric emissions reduction (AER) program (web-based applications using HTML, CSS, JavaScript, .NET, SQL)
 - Smelting converter aisle monitoring system (Windows desktop application written in .NET to monitor the process of nickel smelting process and used by operators to assist in decision making)
- Managed the implementation of many IT projects such as:
 - Redundant data collection system (Real-time data collection from Smelter process control network to business network using OPC and OSIsoft PI technologies)

- Data Migration of legacy data historian (migration of Setcim data historian to OSIsoft PI historian)
- Product lead on SAP Manufacturing Integration and Intelligence (MII)
 - attended conferences, formal training, and networking with global colleagues
 - implemented the product as the company's standard reporting tool utilized by various applications
 - created product roadmaps and standards for technology
 - participated in negotiations of maintenance agreement and software licensing
- Acted as a third tier of support for escalations or engineering of solutions for products in areas of expertise (24x7x365 support)
- Communicate with project stakeholders, business managers, project resources on a proactive and on-going basis

Vale Canada Limited

May 2005 – Dec. 2008

Process Systems Analyst

- Design, develop, test, deliver and support of information and process control systems
- Implemented new technologies into business applications, business requirements analysis/translation
- Lead IT contractors and projects, served as mentor to colleagues and project resources
- Communicate with project stakeholders, business unit managers, and project resources on a proactive and on-going basis

Four Leaf Solutions Inc.

Sep. 2002 – Apr. 2005

Programmer/Analyst

Four Leaf Solutions operated as a software development and IT service company since 1999. They provided professional design, development & marketing of websites, web applications, social media presences and IT support and service.

- Supervised and lead programming projects and initiatives
- Custom web and software application architecture and development (client/server apps, databases) using technologies including: HTML, CSS, JavaScript, C#, .NET, MVC, Perl, PHP, AJAX, Java, SQL Server, Oracle DB, MySQL, PostgreSQL, SharePoint
- Performed business requirements analysis, process mapping and data modeling
- Designed and developed solutions to meet design specifications and customer requirements
- Provided maintenance of software applications and third level support to customers
- Performed code optimization for software efficiency and performance
- Managed development standards
- Collaboration with testing teams to relay functionality and addressing testing issues, tools and testing defects
- Communicate project/work on a proactive and on-going basis
- Remote & on-site support technician (all aspects of networks, hardware, & software)
- Excellent written and oral communications skills, including technical writing skills

Expertech Network Installation

May 2000 – Jul. 2002

IS/IT Technical Support Analyst

Expertech Network Installation is a major network infrastructure service provider for the wireline and wireless broadband technology market in Quebec and Ontario. Expertech is responsible for provisioning Bell Canada's networks.

- Software development (scripting, Perl, Delphi, JSP, PHP, Java, C/C++)
- Network Administration
- Remote & on-site support technician (all aspects of networks, hardware, & software)

EDUCATION

Georgian College (Diploma, 3 Year Computer Programmer/Analyst Co-op w/ Honours) **1999-2002**

Lo-Ellen Park Secondary School (Ontario Secondary School Diploma w/Honours) **1994-1999**

LICENSES & CERTIFICATIONS

First Aid & CPR Level C	02/2023
Azure Fundamentals (AZ-900)	07/2021
CompTIA Network+, CompTIA	02/2021
CompTIA Project+, CompTIA	09/2020
CompTIA PenTest+, CompTIA	09/2020
CompTIA Security+, CompTIA	08/2020
Effective Leadership Development, LMI Canada	03/2016