BACKGROUND

Christopher Ruzius is a bilingual project manager and technology business analyst who understands how the technology project lifecycle can be best optimized to support business priorities, and ensure desired outcomes. Christopher has a technology background strongly anchored in user support, combined with system implementation, IT management, project management and general management experience; giving him a broad understanding of both IT and business objectives. His resourcefulness, adaptability, and willingness to go the extra mile ensure his projects’ success. Christopher is a relationship builder whose collaborative management style allows for constant open communication between corporate users, management, clients, and project teams.

EXPERIENCE

SNAPSHOT

INDUSTRY EXPERTISE

* IT customer support
* Insurance
* Restaurant
* Financial Processing

TECHNICAL SPECIALIZATIONS

* Customer support
* Networking
* Business Integration
* Project Management
* Technical Analyst

Projects and Management

* Designed core infrastructure for over 800 user campus
* Integrated Advanced technologies in a restaurant environment
* TL for insurance company and maintained a 98% client satisfaction
* Project Leader for multiple IT environments overt he course of 35 years.

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CGI EXPERIENCE

**Senior Consultant -** BCE/Bell AliantJuly 2017 – Present

Major Incident Manager with ICM BCE/Bell Aliant

* Managed major incidents that covered all aspects of the client IT environment. Tier 1, Enterprise applications, connectivity, Media and Mobility platforms.
* Obtained feed back and input from the client on a regulat basis to ensuer quality of services and expectation were being met. This increased the client satisfaction
* Initiated several projects that resulted in improved services and increased client satisfaction in the services delivered.
* Became the SME for the Bell Retail Mobility business unit. Within 2 months of taking over this position the client has expressed their satisfaction with the new level of support being provided.
* Performed mentoring, coaching and training for new members and educating the team in understanding complex environments such as enterprise networking, enterprise level software and other related topics.
* Created various tools and aides to assist in responding to incidents.

**Consultant -** Bell AlliantMarch 2016 –July 2017

Provide first level trouble shooting services to the client.

Services include network, telephony ,desktop applications and related.

**Desktop support agent -** IBM/Kelly servicesJune 2014 -March 2016

Provide first level telephone based technical support to multiple customers: Co-operators Insurance, Manitoba Government, Irving oil

**Project Manager Technology/ Administration -** Restaurant Tais Toi et MangeMar 2013 – June 2014

Implemented the latest in technology for the hospitality sector... The scope of the project included integration of a Amazon cloud base servers, CCTV platforms. VOIP based telephony, full data security and all related infrastructure and hardware platforms.

**Project Manager/Bid Master** - QCITCO – Montreal, QC/Doha, QatarAug 2012 – Feb 2013

The engagement involved functional analysis and the assembly a team of resources from previous major Quebec health IS projects to support a bid to build the Qatar National Health Database

**Operations Manager -** DidjetNov 2011 – Nov 2012 The engagement involved the setup and support of the IT and operational infrastructure for a funded mobile apps start-up.

**Consultant - IT and Business Process** - Double PizzaJan 2011 – Oct 2011

The engagement involved redesigning the business processes, then sourcing and implementing the appropriate IT infrastructure to support the changes.

**Level 2 Technical Support -** Imperial Tobacco (HP Services) **Feb 2009 – Dec 2010**

Provided level 2 support to 400 sales representatives across Canada.

**Consultant – Technology and Operations -**Swiftwave Mar 2007 – Dec 2008

Developed and implemented the complete operating environment to handle financial transactions including: Data access platforms, FTP sites, and an EAS256 encryptionl.

Multiple positions - Lenovo/IBM Canada Dec 2004 – Mar 2007

**Team Leader** National Call Center (Nov 2006 – Mar 2007)

**Supported a team of 42 emplyess for Lenevo Canadian Support center.**

Resoible for training and ensur in agents skill set were meeting expectaions

Assisted agents with challenging calls.

Created templates and process for call management and support processes.

**Senior Analyst** (Dec 2004 – Mar 2006)

Multiple positions - Maritime Life Assurance Feb 1997 – Dec 2004

**Senior Team Leader** Helpdesk (1999- 2004)

**Supported the entire Quebec region**

Managed a team of 4

Responsible for 400 user environment with MS networking/ Lotus notes/ Windows Desktop

Maintained client satisfaction levels of 98 % for 3 consecutive years

Was co architehct for the Y2K certifaction process

Implemented enterprise remote softer distribution and antivirus mangement platform.

**Senior Analyst** (1998 - 1999)

**Applicaiotn and desktop support for critical indeinsntces**

Netwrok/ Server support

Client desktop support

**Intermediate Analyst** (1997 – 1998)

**Desktop support**

Multiple positions - Eicon Technology Jan 1994 – Jan 1997

**Senior Specialist** (LAN/WAN) (1996- Feb 1997)

**Project Leader** (1995-1996)

**Software Development Network Administrator (**1994 – 1995)

**Corporate LAN Administrator** (Jan 1994 – Sep 1994)

**Network Consultant -** System House Sep. 1992 – Nov. 1993

* Implemented 20 remote network installations for the Federal Government.
* All networks delivered on time and on budget with no post installation issues.

**System Integrator Corporate Accounts -** Compucentre Feb. 1991 Sep. 1992

* Provided technical research and pilot project implementation of a WAN solution for 1800 remote sites for bank. (*Caisse Populaire)*
* Designed and implemented a security sensitive Novell /AS400 network.
* Designed and implemented fiber optic corporate network backbone for 250 user network. (*Raymond Chabot Martin Pare*)

**Network Sales** - Megatrak September 1988 – February 1991

Techinical support for Appletralk networkgin

Provide intratrcure support for calbing and networking installations

* Designed and implemented 132 user AppleTalk network. (*STRSM*)
* Created imaging database system for catalog environment. (*Rona Hardware*)

**Technical Support-**Delorme Informatiques September 1987 – June 1988

Techincal support

TEhcnial sales support – work with sales agents in determining client needs

**Marketing Support Specialist -** Xerox Canada Ltd. March 1986 August 1987

* Developed sales tools for Sales agents,.
* Provided training on desktop publishing applications to sales teams and clients
* Customized demonstrations and developed client specific none standard forms and documents.
* Provided onsite installation and technical support.

**Software application support** - Microage September 1985 – March 1986

* Software support speicliest for client installations
* Provided technical sales support for new clients
* Onsite installeions and training for clients in use and managed of various software platforms

**LAN Technical Support**- Federal Business Development Bank January 1985 – September 1985

* Setup and maintained a Novell 2. X server on a 8088 12 MHz platform.
* Provided support to end-users and senior management .

**Technical Support-** MicroAge September 1982 – September 1984

* Was one of the first technical support and sale agents in Montreal
* Instigated process and procedures for client support. -
* Implemented new technologies and services with little or no support options –
* Worked with first generation technology for : NOS / OS [Novell, DOS, Unix, ], Business applications[ MBSI, Lotus 123, WordPerfect], hardware [ IBM PC, Compaq ,Altos, IBM 34/36/38,DEC PDP 11 ]

EDUCATION

Stanstead College DEC equivalent in Science

TRAINING AND CERTIFICATIONS

SKILLS SUMMARY

|  |  |  |
| --- | --- | --- |
| **SKILL** | **NUMBER OF YEARS** | **SKILL LEVEL\*** |
| **Technical skills** |
| Information Processing (call taking, open and review tickets, documentation) | 10 | 4 |
| Back Office queue management | 10 | 4 |
| Networking & Communications | 20 | 3 |
| Hardware configure, support ,maintain | 30 | 4 |
| Server Microsoft. Novel – setup, configure , administer | 15 | 3 |
| Business Application support | 25 | 4 |
| Printer support – network ,standalone ,hardware configuration | 25 | 4 |
| Desktop support – configuration and troubleshooting | 25 | 4 |
| VoIP and Telephony | 5 | 2 |
| Disaster recovery | 5 | 3 |
| Anti virus protection | 20 | 3 |
| **Application knowledge** |
| MS Office full suite | 20 | 3 |
| Ticketing software – Service first, Remedy Maximo | 5 | 3 |
| Graphic – Adobe graphic suite | 10 | 3 |
| Communications – Radius, Cisco VPN, MS VPN,P2P | 15 | 3 |
| Windows OS XP,NT,7,8 | 20 | 3 |
| Enterprise – MacAfee EPO | 5 | 2 |
|  |  |  |
| **IT disciplines** |
| Troubleshooting | 30 | 4 |
| Client support | 30 | 4 |
| IT Administration | 20 | 4 |
| Networking Administration and trouble shooting | 20 | 3 |
| Project Management | 15 | 3 |
| Team Leader | 10 | 4 |
| Business Integration Consultant | 20 | 4 |
| Communications internal and external clients | 30 | 4 |
| **Industry knowledge** |
| Insurance | 10 | 3 |
| Software development | 2 | 2 |
| Restaurant | 4 | 3 |
| Financial Processing | 2 | 3 |
| **Other relevant skills** |
| Leadership managing, training, mentoring | 15 | 4 |
| Presentation and Public Speaking | 20 | 4 |
| Training and Teaching | 20 | 4 |