

## Agile Project Leader

*Experienced strategist, entrepreneur and project leader with a serious passion for optimization, innovation, and continuous performance improvements. I build products that deliver enjoyable user experiences. Adaptable and collaborative leader with a curious desire to explore new solutions that invite opportunities for organizational growth. Skilled in working with cross-functional teams, demonstrating exceptional communication skills, and making critical decisions while understanding risk management. My emergency management training mitigates risks through effective crisis communications and the incident command system (ICS). With my technical background and history of automation, you are ensured reliable deliverables that **maximize productivity for your business value**.*

## AREAS OF EXPERTISE

- Solution-Focused Agile Mindset
- SaaS, Business Intelligence & Web Technologies
- Proactive Risk Mitigation
- High-Satisfaction Customer Service

## SOFTWARE PROFICIENCIES

- **Web Services:** CSS, HTML, Javascript/JQuery, JSON & RESTful API's and Server Administration
- **App/SaaS Tools:** Tucows, Stripe, PostmarkApp, SendGrid, Duo 2-factor Security, RingCentral
- **Visualization Tools:** Looker/Google Data Studio, Google Public Data Explorer, Tableau
- **Business Intelligence:** exploring RPA technologies like:
  - Blue Prism, Automation Anywhere, Business Process Automation (BPA)
  - Expert with Microsoft Excel and Google Analytics
- **Scripting/Automation/ETL:** Google CoLab, Python, NumPy, Pandas, Shopify Liquid, Apache NiFi, and Zapier
- **Database Expertise:** Microsoft Access, PostgreSQL, SQLite, Microsoft SQL
- **Networking:** DNS (SPF, DKIM, DMARC), Exchange/POP/IMAP, SSL, TCP/IP, Router and Firewalls
- **Remote Management:** Microsoft Remote Desktop, TeamViewer, LogMeIn
  - **Helpdesk Tools:** HelpSpot, FreshDesk, Remedy
- **DevOPS:** Airbrake, New Relic, CloudFlare CDN, AWS CloudWatch, Azure Server Administration
- **Source and Version Control:** GitHub, Beanstalk SVN
- **Team Collaboration:** Asana, JIRA, Trello, Lighthouse, Highrise CRM
  - Microsoft Office365 (Admin, Power User & Trainer), iCompass, Muniware, Exchange

## ACCOMPLISHMENT HIGHLIGHTS

- Attained University B. Sc. Degree in Psychology and Computing Science [**Cognitive Science**], the perfect combination of understanding the human user to improve product development.
- **Customer-centric** business automation thru customized database development (Extreme Solutions).
- Launched TownLife so hundreds of clients could self-manage their websites with our custom-built content management system. Services were secure, **reliable**, and cross-browser compliant. Servant leadership ensures cross-functional teams collaborate to deliver exceptional business value. (Econolution).
- Emergency Management training helps me work well under pressure and build clients/team members who feel empowered and better able to **handle crisis situations**. Performing risk assessments and taking steps to mitigate those risks is a continuous IT and emergency management cycle (Director of Emergency Management).
- Workmanship provides **Foundation for Growth**; created relational database for Cloth Diaper Delivery businesses (featured on DragonsDen), supporting franchise expansion across Canada.
- Connector who **builds high-retention relationships** (8+ years) with team members and clients, a testament to trusted communication and project management skills.
- Intrigued by data analyst tasks, especially regarding data visualization and dashboard development. Proven record uncovering business insights for data-driven decision-makers.
- Believe in **#GivingBack**; while operating a SaaS company, donated \$133,847 to non-profit groups. Volunteer with Ski Patrol + Alberta Search and Rescue as Team Leader; certified First Responder since 2011.

CliftonStrengths top 5 personality traits for Clinton Boyda:

**Strategic • Maximizer • Connectedness + Relationship Building • Learner • Communication**

## PROFESSIONAL EXPERIENCE

### **Extreme Management Solutions Inc. Canada**

**Jan 2000-current**

Consultant & Software Developer with 10+ years of self-managing work focused on building simple solutions for non-technical users while solving management problems unique to each organization. Initiated projects leveraging problem-solving skills to analyze data from various sources, understand issues, identify, and improve client business operations.

#### **Tasks Performed (Hybrid Remote):**

- Planned and implemented IT for AMHSA (Alberta Municipal Health and Safety Association) who delivers OHS for all municipalities in the province. Developed a learning management catalog for clients to sign up for any course and integrated into online course registration system.
- Utilized business writing and communications while creating agreements, presentations and budgets that were generated and formally signed off with clients before project initialization, with the report writing done in the PMBOK style for all levels of the organization.
- Managed multiple projects concurrently (website, backup services, scripting, data, email, database development, core program management, video integration to website and participant tracking system)
- Initiate client projects onsite then capable of working fully remote
- Success with entire SDLC (software development life cycle) projects, from requirement analysis during conceptual idea to requirements gathering for planning and system design, development, testing, training, and deployment. Success also includes minimizing maintenance, maximizing security, and ease of use.
- Consulted with business owners and related SME stakeholders/clients for project meetings, engagements, strategic sessions, discussions, consultations, and workshops.
- Met with all the key stakeholders for each project, ensuring their concerns were understood and maintaining a solid communication channel to maintain positive stakeholder relationships.
- Flow-based Agile methodology with multiple PM tools that included Kanban and Scrum methodologies
- Created Diaper Invoicing and delivery database to build customized dashboards and monthly reports for the franchise owner using Data Analytics and Business Intelligence.
- Excellent problem-solving and analytical skills to synthesize data from various sources, understand issues and deliver effective solutions.

#### **Services Delivered:**

- **Marketing** Campaign Manager for Provincial Constituent Elected Representative (MLA), now Cabinet Minister
- **IT Manager/LMS** for >60,000 members at Alberta Municipal Health and Safety Association (AMHSA) 7+ years including Data loss prevention (DLP) policies, Operation Redundancy Strategies, Web and Member Training
- **Survey Deployments** for Serecon.ca, agrologist surveys and analysis for provincial and federal organizations
- **COTS** Integration for Fernes Fashions, retail clothing stores required touch-screen POS, inventory control with product labels and barcode system; utilized Microsoft Retail Management System
- **Developed DBMS** for Cloth Diaper Delivery Franchises, enabling growth into nation's largest diaper franchise
- **Developed DBMS** for multiple Trucking Companies, automated invoicing and streamlined business operations
- **Developed RDBMS** (SQL) for Veterinary Pathology Laboratory (VPL), automated lab results and auto-generated invoices

Startup Founder & Product Manager for Community-Based website SaaS that included full product ownership from concept to execution. TownLife.com became a content management system to help clients manage their online presence. Our unique solution created a collaborative online network that strengthened communities through geographical search engine optimization (SEO), organized document libraries (OCR), promotion of local events & universal search integration. Demonstrating self-disciplined and autonomous workmanship, including all customers being served, business services being delivered, and team members being engaged remotely.

### Tasks Achieved (Hybrid Remote):

- Planned and implemented Enhanced Customer Dashboards with Business Intelligence technologies; Google Analytics and Google Data Studios for interactive marketing analysis
- Worked with all the critical project and business stakeholders on the Northern Lights library for Microsoft Office 365 migration and completed full project scope, goals, and requirements according to PMBOK standards. Thereafter reproduced project results for municipalities throughout Canada.
- Met with the Executive Directors, CAO (chief administrative officer), staff, Tourism board, business owners stakeholders/clients for project meetings, engagements, strategic sessions, discussions, consultations, and workshops.
- Utilized business writing and communications while creating agreements, presentations and budgets that were generated and formally signed off with clients before project initialization, with the report writing done in the PMI style for all levels of the organization.
- Worked with various cross-functional teams, including remote teams that included software development, designers, server administrators, and programmers.
- Managed multiple projects concurrently, including Web service launch, email migration, and IT upgrades for numerous municipalities such as Counties of St. Paul and Lamont, Towns of St. Paul, Elk Point, Millet, Mundare, Thorsby...
- Ownership mentality shifts my team towards achieving your outcome to get the job done right. Track record shown with high team morale, customer-centric responsive results, high retention and uncovers innovative opportunities.
- **Project Manager:** Utilized flow-based Agile methods to launch hundreds of client websites, integrate Microsoft Office365 (457 licenses), upgrade email and improve stakeholder engagement with 377 customized Google analytic accounts.
  - Clients included all Libraries in Northern Alberta (Peace and Northern Lights Library Regions), County of St. Paul, Lamont County, Kalyna Country and Go East of Edmonton Tourism Regions, towns, villages, summer villages, local businesses, and their local non-profit community groups. Client breakdown: 58% Municipalities, 25% Businesses, 10% Non-profits, 7% Regional Associations
  - Proficiency with several [SDLC \(Software Development Lifecycle\)](#) / [ALM \(Application Lifecycle Management\)](#) tools, including Iterative, Waterfall, Agile and hybrid methodologies
  - Google Analytics Certification
- **Helpdesk Manager:** Created a remote support team that delivered 95%+ first-call resolution, drastically reducing support calls with customer training and self-managed automation.
  - Encouraged self-organizing teams to enable timely trouble-shooting services for clients
  - Microsoft Authorized Education Partner
- **Product Owner:** Led customer-centric software development with remote cross-functional teams across several time zones (my team rated me 4.8/5 on Upwork.com after 11,652 hours). Set product priorities from stakeholder insights and delivered continuous improvements, which included document management (OCR), and cross-browser software development cycle.
  - Delivered reliable SaaS products with 93% [Application Response Index \(Apdex\)](#) and 99% Uptime over 12+years
  - Implemented integrated Search Engine Optimization (SEO)
  - Integrated RESTful API's (Rackspace, Tucows, Stripe) into custom content management system
  - Complimented on strong B2B communication, which resulted in speaker invitations

As the Director of Emergency Management (DEM) for 10 Alberta municipalities, I provided leadership and strategic guidance within operations, planning, logistics and finance to mitigate hazards and respond to disasters. Responsible for preparing and training emergency and disaster services to build a more resilient community. IT and disaster management both require vital planning, preparation and agility for success.

- **Flexible Collaborator:** excellent communication skills utilized to strengthen inter-municipal relationships
- **Adaptable Leader:** Mitigated and Coordinated community response, as trusted decision-maker, even when laden with uncertainty
- **Results-driven Trainer:** Focused on critical aspects mentioned in previous after-action reports; improving communication amongst agencies, Emergency Social Services with Reception Centre preparedness, and engaging dozens of partners for joint response exercises.
- **Meticulous Administrator:** minutes, budgets, grants, and agendas managed to ensure full transparency and clear communication with elected officials and ratepayers.
- **Clear Documenter:** Continually improved Regional Emergency Management Program through risk analysis (HIRA)
- **Passionate Marketer:** Developed social media Public Awareness Campaign and created REMP website
- **Inspiring Award Winner** “Alberta Minister’s Award for Municipal Excellence” for creating Regional Emergency Agency
- **Interpersonal Connector:** asked to serve as Liaison Officer on Alberta’s Incident Management Team
- **Keynote Speaker:** at Emergency Management Regional Excellence for Provincial Municipal Association
- **Trustworthy Negotiated:** led mutual aid agreements between 13 municipalities
- **Proactive Facilitator:** After-action disaster reports showed repeated failures with cross-agency communication, applied for provincial grant funding and led regional training with members representing over 20 separate agencies
- **Visual Storyteller:** COVID-19 required that I organize a regional mutual-aid response, automated data analytics via Python scripts, and led interagency communications; with two team members receiving “Alberta’s Northern Lights Volunteer Recognition Award”

## ADDITIONAL RELATED EXPERIENCE

**Information Systems Supervisor** HERTZ Equipment Rental managing \$22M worth of tools onsite at Suncor

**Marketing as IBM Representative** MarketSource; promotion, training, and presentations

**Internet Helpdesk Analyst** Telus Communications, delivering remote technical support >100,000 customers

**Technology Specialist** CompCanada, a Division of Multitech Electronics (ISO certified)

- created EPCOR Occupational Health and Safety Intranet webpages
- instructed adult staff training on Microsoft Office
- thrive as researcher and technical writer producing white papers that became industry presentations
- speaker at Campus Computing Symposium, University of Alberta and Department of Materials Management Tradeshow and company representation at COMDEX, Las Vegas
- proposed then implemented pilot voice recognition project for c-suite of Syncrude Canada

## EDUCATION

**Bachelor of Science (B. Sc.) in Psychology and Computing Science - University of Alberta, Canada**

*Cognitive Science, study of the mind, provides human user understanding, which improves technology integration.*

**Crisis Leadership Certificate** from National Preparedness Leadership Initiative - **Harvard University, USA**

*Meta-leaders leverage connections throughout their community to achieve unity of purpose and cohesive action.*

## CERTIFICATIONS

- 21<sup>st</sup> Century Leadership by Extraordinary Learning
- Alberta Best Customer Service Certificate
- [AWS Certified Cloud Practitioner](#) from Amazon
- Google Local Guide Level 6, Webmaster/Search Console & Analytics
- [Machine Learning Technician \(ML\)](#) from Alberta Machine Intelligence Institute (Amii.ca)
- [Professional Scrum Master \(PSM\)](#) from Scrum.org; framework developing products in complex environments
- [Project Management Professional \(PMP\)](#) from PMI.org; industry-recognized project management certification
- Student of Y-Combinator StartupSchool.org, SaaS start-up accelerator
- Emergency Management Incident Command System (ICS) 400 and All-Hazard Situation Unit Leader
- Z1600 Emergency Management and Business Continuity Program from CSA Group