Andy Roberts

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Profile

Motivated, engaging IT professional with many years in data reporting development, education, Product Evangelism, customer / client support excellence and report analysis. Proven track record of building and fostering successful customer relationships and lasting rapport. Effective in collaborating with others on many diverse projects, with advanced skills in strategic user adoption, data analysis, requirements gathering, project/data management, product leadership, and mentoring/training.

Experience Summary

* 10+ years as Product Evangelist for a Province-level Business Intelligence product
* 10+ years leading change projects from legacy reporting to robust self-serve reporting
* 10+ years of data reporting and analysis experience
* 10+ years of technical trainer/mentor experience
* 5+ years of requirements gathering and report design experience

Skills

* Trained in programming languages, C++, Ruby, HTML, JavaScript, LAMP, Python, Java
* Trained in software management courses, SDLC, DevSecOps & Organizational Behaviour
* Skilled in technical BI applications, Cognos and MicroStrategy
* Strong Product Evangelist and customer relationship building skills
* Trained and experienced in Emotional Intelligence with excellent communication skills
* Highly-organized and detail-focused, with strong analytic & problem-solving capabilities
* Strong Strategic Adoption skills; experienced in Data Reporting Implementations
* Drives successful outcomes with diverse audiences

Work Experience

**CANCER CARE ONTARIO (CCO)/Ontario Health**  Toronto, ON

**Lead, Business Intelligence,** Dec 2008-Aug 2019

* Product Evangelist / Subject Matter Expert for CCO’s Provincial Business Intelligence Reporting product utilized by 700+ users at Ontario hospitals, LHINs, and the Ministry of Health
* Successful Leadership of client engagement, education, support and problem resolution
* Planned and implemented a client engagement strategy that led to >90% of facilities actively using the product for their analytic requirements
* Enhanced product improvement by cultivating and leveraging client relationships that led to successful use of the product and innovative reports that delivered customer-requested analytics
* Planned and executed a successful, ongoing user skill enhancement process
* Problem identification, resolution planning and managing problems to resolution
* Enhanced data management of the product by decommissioning under-utilized reports
* Collaborate and facilitate with multiple teams - customers, management, and technical
* Developed and delivered training to large groups with data analysis examples and tool features
* Collated user feedback and managed projects for new report releases and report fixes/enhancements
* Reviewed and approved Business Requirements Documentation on behalf of the business
* Responsible for User Acceptance Testing for new and revised reports to ensure accuracy and usability

**TORONTO REHAB INSTITUTE / UNIVERSITY HEALTH NETWORK** Toronto, ON

**Senior Technical Specialist (Cognos Developer) / Decision Support Analyst,** Apr 2001-Nov 2008

* Developed and implemented Business Intelligence (BI) solutions to support strategic direction, quality, performance and financial initiatives of the hospital
* Subject Matter Expert for Business Intelligence at the hospital
* Administrator of Toronto Rehab’s BI environment for seven years, resulting in an effective self-service BI reporting system for hospital management
* Developed one of Canada’s largest health scorecards, replacing a paper-based balanced scorecard and transforming performance management of clinical and financial indicators
* Developed fifteen OLAP cubes and from various datasets of the hospital, leading to more effective use of data for decision making
* Delivered multiple speaking engagements, poster presentations at healthcare and business intelligence conferences

**YORK UNIVERSITY** Toronto, ON

**Teaching Assistant, Department of Social Science,** Sep 1999-Apr 2001

* Undergraduate Course – Advertising & Society
* Facilitated a stimulating learning environment to review and clarify course concepts
* Evaluated and graded student essays, exams and assignments

Education

**University of Ottawa** Toronto, ON

* **Software Development Certificate, Coding for Veterans,** 2023 (in progress)
* Comprehensive software development program in several different languages, (C++, Ruby, HTML, JavaScript, LAMP, Python, Java), Operating Systems, (Linux), and Software Development Management, (SDLC, DevSecOps, Organizational Behaviour)

**York University** Toronto, ON

* **Master in Environmental Studies Degree**, 2004
* A comprehensive study of the changes in thinking, perception and social relations based on the ways that electrically mediated technology structure information.

**York University** Toronto, ON

* **Bachelor of Arts (Honours) Degree,** 1997
* Majors: Psychology / Mass Communication
* **Marc Garneau Collegiate Institute** Toronto, ON
* High School Diploma

Professional Development Training

* *Neuro Linguistic Programming* (in progress), (Mike Mandel Education), Toronto
* *Leading with Emotional Intelligence*, Canadian Management Centre (CMC), Toronto
* *Enhancing Customer Experience*, Cancer Care Ontario (internal training), Toronto
* *Leadership Presence*, Queens University Executive Education, Toronto