

CHRIS COVERT- BSc, PMP, CSM, ITIL

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Richmond Hill, Ontario

Agile Project Leader | Risk Management | Stakeholder Partnerships | Servant Leadership

Results-oriented IT project manager, PMP & CSM certified with 10+ years of PM experience with a successful track record delivering IT projects contributing to key enterprise and IT programs. Release planning, delivery management, sequencing and dependency management, communications, and escalations. Completion of projects: on-time, on-budget and with exceptional quality.

EXPERIENCE SUMMARY

- 10+ years Project Leadership & Management experience with proven negotiation skills & managing cross-functional agile project teams to successful completion under challenging requirements, scope, timelines, and resource constraints.
- 10+ years managing large, multi-site enterprise projects, successfully working with C-levels and Senior Management teams.
- 10+ years systems analysis, design, implementation, deployment, documentation, process flow, technical & end user support.
- 10+ years incident-problem-change management.
- 10+ years systems process development & re-engineering.
- 10+ years procurement & vendor management.

EDUCATION

PMI AI Courses - Cognitive/Generative AI, Data Landscape, Prompt Engineering, Practical Applications for PMs

SAP BASIS Core - SAP North America

1-week courses (Leadership, MS.NET C#, MS BI, MS SQL Server) – (CDI, Global Knowledge, Polar Bear, CDI)

Certificate of Project Management – Toronto Metropolitan University, Toronto, Ontario

Diploma of Applied Information Technology - ITI, Moncton, New Brunswick

Bachors of Science (Biochemistry) – Mount Allison University, Sackville, New Brunswick

CERTIFICATIONS

PMP (PMI) - 2013 - in good standing until 2028

Scrum Master (Scrum Alliance) -2018 - in good standing until 2026

Ecommerce Professional (CNP Fraud)

ITIL Foundation

Lean IT

WORK EXPERIENCE

GFL Environmental Aug 2023 – Jun 2025 - Vaughan, Ontario

Senior IT Project Manager

- Leading and executing networking, cyber security, vendor software upgrades, and device deployment projects across the organization with (200+ locations) with a fleet of 7100+ trucks:
 - CRM Next Gen Implementation - Salesforce CRM (200 + users).
 - Zero Trust Network Access Implementation – Zscaler (9000+ users).
 - Material Recovery Recycling Facility - IT Implementation (\$75 million facility).
 - New Office Location - IT Implementation, Audio/Visual, physical security, networking, Laptop-2 Monitor workstations (3 floors, 200 workstations) (Budget: \$1.1 million).
 - Cloud Native Firewall Migration – Fortinet (~60 applications).
 - Cyber Security Program Tracking & Reporting (30+ remediation initiatives coming out of external audit).
 - Identity Governance & Access Management Implementation – (9000+ users).
 - Fleet Management Software Upgrades – (3 locations).
 - Fleet Management Tablet Device Installations (500 + new devices).
 - Fleet Telemetry Device Installations (3500+ Geotab Telemetry devices in trucks).

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Integrated Dealer Systems Aug 2020 – Aug 2023 - Markham, Ontario

Enterprise Project Manager

- Leading and executing PM services for company's 5 largest enterprise class USA customers achieving project goals:
Successful release management for 10+ Major Releases across the 5 enterprise customers - Accuterm Terminal, MS Windows.
NET based ERP, iOS & Android native Mobile Apps.
Delivered 25+ Service releases across 5 enterprise customers to resolve bugs & provide enhancements.
Provided PM services to Product Management Team for multiple integration projects with 3rd party vendors.
- Executed with success within success parameters the leading and delivering of:
Critical hotfixes/patches, customizations, APIs, & integrations with 3rd party software (Oracle ERP, Gravity Payments, Claims, Loans, & Point of Sale Providers, POS Payment Devices – PAX300, Clover) (SOWs: \$50K - \$150K).
Version Releases for Accuterm, Windows .NET Forms, Web applications, Mobiles Apps (iOS, Android).
Virtualization Projects using Vmware.
- Collaborated customer SLTs and vendors with schedule & roadmap management, achieving customer satisfaction.
- Integrated work relationships with Kanban, Scrum, Product Management, Cloud Services, DevOps, & Customer support teams.
- Ownership of schedule & delivery using Software Delivery Life Cycle with Kanban and Scrum teams (remote: North America, Off-shore) with technology stack including Universe Database, Postgres, Bitbucket, Accuterm (PICK), .NET, Javascript, MS Power BI, API .NET frameworks, Azure Cloud, VM Servers, client DVIs, MS Windows Server, Linux.
- Executed the PMO function including process design, ownership, and management:
Process Ownership and Management for overall JIRA usage for 70 employee Software Engineering Department.
Established Project Intake Management increasing the success of project by better understanding scope, requirements, & success criteria up front prior to SOW contract sign-off.
Established a backlog and prioritization process for 2 Enterprise Customers which improved scheduling outcomes.
- Azure Devops & JIRA/Confluence Administration and Development, JIRA Asset Management Module:
Built & maintained Workflows, Schemes, Boards, Dashboards, Advanced Roadmaps for 8 Scrum & Kanban Teams.
Designed & performed the data migration of 20+ JIRA projects into 3 larger consolidated projects.

Town of Newmarket Sep 2019 – Jun 2020 - Newmarket, Ontario

IT Project Manager

- Lead and achieved project milestones for HRIS Project with 2 core work streams: Core services (Benefits, Health & Safety, Self-Service, Mobile Apps) & Workforce Management (Scheduling-Timesheets-Attendance, Payroll automation, e-paystubs and T4s).
- Completed RFP & BRD.
- Performed stakeholder management across organization motivating stakeholders toward achieving project goals.
- As JD Edwards ERP Steering Committee Chair and Lead on Strategy, Roadmap, & Business Architecture: identified & documented 40+ areas of digital transformation improvement for prioritization and road mapping.
- Completed Capital Asset Management analysis: Fleet Management Project. Software evaluation. (Budget: \$100K).
- GIS Project using Survey Web tools (ARCGIS) for all municipal signage tracking to improve repair
- Established modern IT PMO development after completing tools evaluation and RFP.
- Ensured compliance with department and corporate policies, procedures, regulations.

PayTM Labs Sep 2018 – Mar 2019 - Toronto, Ontario

Cybersecurity Project Manager

- Ensured successful roll out of End Point Detection & Response (EDR) & Anti-virus (AV) to Canada and India: laptops, PCs, physical Servers, & cloud infrastructure Core Technologies: Cybereason, Linux, Amazon Web Services (+6000 laptops, +6500 AWS servers, ~1000 physical servers across 15 tech teams in India) Daily virtual meetings with offshore resources and stakeholders in India (with travel to India) (Budget: ~800K).

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- Speedily managed Security Portal Development: Role of Scrum Master to develop 6 new web portal integrations with cloud services for account management. Built, managed, & executed test cases for existing and new functions/features.
 - Improved Team Reporting & Bug Bounty Reporting using JIRA to improve metrics and SLA to reporting services.
 - Ensured Security compliance management of AWS servers with 15 product departments using Dome 9.
 - Managed JIRA Administration and Confluence Space design for the cyber security department.

Ethoca Limited Apr 2016 – Mar 2018 - Toronto, Canada

Senior Project Manager

- 9 Infrastructure & Business Optimization Projects successfully managed & completed:
 - Billing Platform Implementation Project: Managed Kanban development and deployment of new billing platform Core Technologies: NetSuite, Monexa, Salesforce, SAP HANA, SAS, Cloud API (Reduced EOM billing from 8 to 3 business days).
 - Mobile Device Management & Security: Zscaler Cloud Service deployment to corporate PCs, laptops, & phones to provide security with VPN, anti-malware, anti-virus cloud services, & internal connectivity.
 - ID Card administration Project: Physical for access across 4 offices on 3 continents.
 - Ensured seamless physical Security Upgrade: Installation of centrally managed physical security infrastructure in 4 geographically dispersed offices (cameras, sensors, maglocks, NVRs, ID card administration & training).
 - Business Partner Data Sharing: \$300K new yearly revenue stream.
 - Anti-Virus Deployment: AV agents to 400+ VM servers & incorporation into CD/CI.
 - Web Application Performance Monitoring: New Relic APM agent installation on 200+ VM servers.
 - Encryption Everywhere: Deployed 40+ TLS SSL internal server-server connections in Production environment
 - JAVA SE Upgrade: Upgrade of 400+ Linux VM servers from JAVA SE 1.7 to 1.8 providing new functions to developers
- Led coordination and attestation for successful remediation of 40+ security audit findings
- Championed Release Management for core product in collaboration with product managers, customer service, 5 SCRUM teams, QA, DEVOPS, & ProdOps which improved planning horizon from 6 weeks to 6 months.
- Managed agile development, deployment, & support of a capacity planning model across 5 Scrum teams and Data team.
- Authored and supported light weight PMO processes-docs, mentoring-guidance which improved project planning
- Established Program Management Reporting for Security Operations and Enterprise Data Departments.
- Performed JIRA design and management (Kanban, workflows, schemas, forms, boards, JQL).

Capgemini for Loblaw's Group of Companies Aug 2015 - Feb 2016 - Brampton, Ontario

IT Project Manager (Contract)

- Successfully managed the design, development, & support of 15 high priority Application Impact Models in CMDB
- Completed project on schedule, under budget, and meeting stakeholder expectations.
- Collaborative OCM with ITIL Service Operations to build deliverables (Training, Documentation, IT Governance).

Teranet Inc. May 2006 – Aug 2015 - Toronto, Ontario

Senior Enterprise Systems Analyst (Project Manager Role Highlights)

- Successfully managed Infrastructure & integration workstreams of \$2.5M SAP financials Implementation\Migration Project.
- Delivered SAP BW Project with \$200,000 budget within schedule and budget.
- Successfully managed Solar Winds Monitoring Project with \$100K budget that improved Citrix stability by 90%
- Successfully managed contract management software implementation project.
- Established Agile Kanban process within enterprise applications and finance teams.

Senior ERP Systems Support

- Comprehensive Epicor Financials 7.3 ERP support, customizations, incident/problem management, integration development.
- Built In-house designed & developed Balanced Score Card for entire organization saving ~\$500,000 over 5 years.
- Developed software license tracking application to improve licensing compliance and cost management saving \$50K.

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- 250+ ITIL change management requests completed with 99% success rate.
 - Resolved 80+ batch processing incidents within SLA period with no loss of service to finance over 9 years.
 - Developed and deployed yearly minor releases for 3 .NET webapps integrated to Epicor ERP system.

Scotiabank– Toronto, Ontario - Jan 2001 – May 2006

Intermediate Programmer Analyst

- Lead Developer for bank's flagship domestic forecasting and budgeting system used by 1300+ branches with 3000+ users:
Developed enhancements & resolved bugs for release of 5 new versions of the software suite.
Excel and Crystal Reports Development. Provided comprehensive technical and incident support for all users

PM METHODOLOGIES, ENVIRONMENT, & TOOLS

Project Management:	Waterfall, Iterative, Incremental, Agile (Scrum, Kanban), Matrix delivery model, work streams, Resource Management, Scheduling, Risk Management, Communication, Scope, Time, Budget, risk, Quality, Integration, Resource Management
Project Leadership:	Process owner-management, Accountability, Team Building, Decision Making
PMO Compliance:	Governance, Reporting (KPIs), OCM, Project Artifacts, Vendor Management
Project Tools:	MS Project, PPM Clarity, Azure DevOps, JIRA, BMC Remedy, Confluence, ServiceNow SPM Read.AI, MS Co-pilot, ServiceNow Strategic Portfolio Management, ClickUp, Asana
Productivity & Office Tools:	Citrix, MS Visio, Remote Teams Tools (MS Teams, Slack)
Frameworks & Standards:	PCI DSS, COBIT, ITIL, BPMN, CMDB, Audit & Compliance, Identity Governance & Access
Quality Assurance:	Continuous Testing, TDD, Automated Testing (Unit, Smoke, Regression)
AI:	Prompt Engineering, Co-Pilot, ChatGPT

PROJECT TECHNOLOGIES

Networking\Security:	AD, VPN, VLAN, Firewalls, QRadar, VKS (Gemalto), Vault, Cybereason, Dome9, Zscaler, Firewalls
Infrastructure:	HP, VMware, Tape Backup, Disaster Recovery, TLS 1.2-SSL, LDAP, AWS
Scheduling\Monitoring	BMC Control-M, Sumologic, Solar Winds, New Relic, BMC Patrol, Spectrum, AppNeta
Monitoring:	Sumologic, Solar Winds, New Relic, BMC Patrol, CA Spectrum, AppNeta
Operating Systems:	MS Windows, Linux, CentOS, Jetty, Mac OS
Software\Web Development:	JAVA, HTML, ASP, IIS, Cloud API, Jenkins, Bitbucket, Accuterm, .NET API
QA Tools:	HP Quality Center Load Runner, JIRA Qtest, Excel, Zephyr, X-Ray for JIRA
ETL\DW Tools:	MS SQL Server Integration Services, SAP HANA, Kafka, Power BI
ERP\CRM:	Epicor Finance, SAP, NetWeaver BW, JD Edwards 9.1, NetSuite, Salesforce, JD Edwards
Databases & Reporting:	MS SQL Server, DB2, Oracle, Cognos TM1, Postgres, Rocket Multi-value Universe, Wyn Enterprise
Application Life Cycle:	Upgrades, patching, service packs, testing, training, release management, maintenance

BUSINESS, TECHNICAL KNOWLEDGE & SKILLS

ERP\CRM:	Epicor Financials, SAP ECC (BASIS)
ECM\DMS	IBM FileNet P8, MS SharePoint, Notion
Databases & Reporting:	MS Access, MS SQL Server, SQL, Crystal Reports
Office Productivity:	Microsoft Office VBA (Access, Excel, PowerPoint)
Developer:	Visual Basic 5, 6, HTML, ASP, JavaScript, VB.NET, C#.NET, Cognos TM1, Epicor