

Christopher L'Heureux

Enterprise Project Execution Leader



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Enterprise Project Execution Leader with 25 years of experience overseeing complex business and technology initiatives across multi-phase lifecycles, from planning and design through implementation, commissioning, and operational handover. Proven success leading delivery portfolios exceeding \$15M, establishing governance frameworks, strengthening forecasting discipline, and aligning cross-functional teams to strategic objectives.

Recognized for stabilizing at-risk initiatives, building high-performing project teams, and creating reporting structures that enhance transparency, executive confidence, and decision-making. Brings a balanced leadership approach that integrates risk management, operational continuity, financial stewardship, and long-term value creation.

CORE EXPERTISE

- | | | |
|------------------------------------|-----------------------------------------------|------------------------------------------|
| + Portfolio & Program Oversight | + Risk Management & Mitigation Strategy | + Governance & Reporting Structures |
| + Full Project Lifecycle Execution | + Team Leadership & Performance Development | + Cross-Functional Collaboration |
| + Resource & Workforce Planning | + Budgeting, Forecasting & Financial Controls | + Capital & Business Initiative Delivery |
| + Escalation & Issue Resolution | + Stakeholder & Executive Engagement | + Enterprise Delivery Governance |

PROFESSIONAL EXPERIENCE

OSF Digital • Calgary, AB (Remote)

Mar 2025 – Jul 2025

SENIOR PROJECT MANAGER

Led a complex multi-cloud enterprise program under aggressive timelines with a newly formed team. Established governance cadence, executive reporting structures, and cross-functional alignment mechanisms to manage risk, scope evolution, and stakeholder expectations while delivering approved business and IT capabilities within schedule commitments.

Key contributions:

- Established structure and stability within a high-pressure environment, enabling the team to adapt to evolving client requirements and late-stage scope changes.
- Facilitated communication between client executives, technical teams, and internal leadership to ensure shared understanding and alignment.
- Leveraged strong technical background to bridge solution architecture with project delivery, ensuring non-standard tooling and processes still met delivery expectations.
- Provided mentorship to new team members, accelerating ramp-up time and enhancing collaboration.

Bravura Security (formerly Hitachi ID Systems and M-Tech) • Calgary, AB (Remote + Hybrid)

Mar 2006 – Aug 2024

MANAGER PROFESSIONAL SERVICES

Led a 32-member delivery organization overseeing 60+ concurrent enterprise engagements valued at \$3M+ annually. Accountable for full lifecycle execution, financial performance, resource planning, and delivery governance across complex security and technology initiatives.

Key Leadership Contributions:

- Directed portfolio forecasting cycles for schedule, revenue, and resource capacity, improving financial predictability and utilization by 20%.
- Established standardized governance frameworks including risk registers, reporting dashboards, decision logs, and testing controls to improve transparency and executive reporting.
- Stabilized escalated projects by identifying alignment gaps, clarifying scope, and implementing structured recovery plans and re-baselining schedules and forecasts.
- Partnered with executive stakeholders to align project execution with long-term business objectives and compliance requirements.
- Mentored and developed project managers and coordinators, strengthening delivery consistency and accountability across the organization.

MANAGER OF PROJECT MANAGEMENT

- Led a team of project managers in delivering high-value Identity and Access Management (IAM) projects for global clients.
- Improved efficiency and consistency across the organization by developing and implementing standardized project management methodologies.
- Enhanced team capabilities and fostered a culture of continuous improvement by mentoring and coaching project managers.
- Designed and implemented standardized delivery frameworks, documentation controls, and reporting templates that reduced planning cycle time by up to 90% and improved forecasting accuracy by 20–50%.
- Enhanced the delivery of projects, reduced testing delays from months to weeks, and improved resource utilization by 20% by developing a traceability matrix that simplified testing.
- Managed and addressed client escalations calmly while ensuring swift and effective resolution by leveraging the ability to actively listen to client concerns, understand the underlying issues, and empathize with their perspective.

SENIOR PROJECT MANAGER / TEAM LEAD

- Collaborated closely with clients to define project scope and ensure the alignment of each project with specific business needs and objectives.
- Managed IAM solution deployments for 100+ clients across finance, healthcare, education, and other industries, ensuring alignment with business goals and compliance (GDPR, HIPAA, SOC2, SOX).
- Delivered projects on time and within budget, reducing average deployment timelines from 6 to 4 months to accelerate customer value and improve resource utilization.

Calgary Sun • Calgary, AB

Jan 2004 – Mar 2006

SYSTEMS ADMINISTRATOR / PROJECT MANAGER

- Delivered IT projects from system upgrades to network and software deployments, aligning outcomes with business objectives.
- Administered SUN Solaris, Mac OS X, Linux servers, and desktop environments, providing enterprise-level support.
- Improved printing efficiency and reduced reruns by enhancing plate bending machine software.
- Increased cross-team coordination by implementing a platform-agnostic shared web calendar.

Nortel Networks / Solectron • Calgary, AB

Jan 1994 – Oct 2002

PROJECT COORDINATOR / MANAGER

- Led large-scale infrastructure and data centre initiatives across global operations, coordinating multi-region technical teams and ensuring delivery continuity within active operational environments requiring minimal disruption and coordinated change management.
- Guided project teams through complex technical challenges while ensuring robust and scalable solutions.
- Maintained high customer satisfaction by delivering projects that met or exceeded client expectations.

COMPUTER INTEGRATED MANUFACTURING

- Developed and implemented custom code to optimize the performance of placement machines while improving accuracy and throughput.
- Addressed technical support requests and provided timely and effective solutions to a wide range of IT issues.
- Maintained a knowledge base for future reference and training by documenting technical issues, solutions, and support processes.

EDUCATION

Technical Diploma and Certifications, CDI College • Calgary, AB • Oct 2002 – Dec 2003

Network and Internet Security Specialist

Professional Development

- A+, Network+, Security+
- CISSP - In Progress
- PMP - In Progress