

COREY JACKSON

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PROFILE

- Senior IT professional with 20+ years of practical experience in IT management, project management, software engineering, quality assurance, business system analysis, and application support
- Experience in several industries including mining, construction, science, technology, sports & entertainment, government and military
- Extensive experience in managing small to large and low to high complexity technology projects using project management practices such as planning, monitoring, and controlling measures of projects including plans, timelines, resources, and budgets
- Experience in leading teams, people management, and working with cross-functional teams
- Experience in IT strategic business planning aligning with company goals, objectives and strategic plans
- Working knowledge of end to end supply chain management (demand, supply, logistics, procurement, operations, sales, service)
- Experienced with IT governance frameworks (ITIL, TOGAF) and developing policies, procedures, standards, and best practices
- Experienced with RFI/RFQ/RFP development, evaluation, and process execution for vendor and solution selections
- Experience in GAP analysis and process mapping supplemented with working knowledge and experience of waterfall, agile development, sprint planning and requirement management methodologies
- Competent in managing client relationships, anticipating and addressing underlying needs, proactively adding value to products, services and processes
- Adept in managing IT infrastructure and software, with continuous focus on security and costs
- Excellent problem-solving skills with strong technical background, continuously enhancing knowledge of latest technologies
- Exceptional work ethics, ability to work without need for direct supervision, multitasking, and timely completion of all assignments
- Safety focused mindset, participating as an MOL certified joint health and safety committee member

SOFT SKILLS

- Leadership, team building, decision making, mentoring, motivating, negotiation, and presentation skills
- Innovative, creative, responsible, cooperative, hard working, versatile, flexible, and adaptable
- Possess strong organizational, time management, conflict management, and analytical thinking skills
- Written and oral communication skills in English and French languages

TECHNICAL / HARD SKILLS

Management: Strategic planning, department management, resource management, performance management, risk management
— vendor management, cost management (Budgeting, Forecasting), cost reduction, policy development/management, negotiation, delegation, litigation

Project Management: Scheduling, prioritization, cost management, change management, proposal management (RFI/RFQ/RFP), stakeholder management, escalation management, estimation, workflow management, contract management, waterfall, agile, scrum, RAD, JIRA, MS Project/Excel, Primavera, Asana

Product Management: Technical proficiency, business acumen, strategic thinking, user experience, goal setting market research

IT Service Management: ITIL, SLA, OLA, Service Desk, Anydesk, TeamViewer, VNC, JIRA, ConnectWise, HPSM, RMM, N-able N-Central

AI: Conceptual knowledge of supervised, unsupervised, and semi-supervised machine learning

Architecture: TOGAF, process mapping, data modelling, microservices, archimate, diagrams.net

Cloud & Server Computing: IaaS, Azure, AWS, GCP, Digital Ocean, Scale, VMWare, Hyper-V, IaC, Terraform, resource balancing, load balancing, storage, VirtualBox, virtualization, Azure AD Connect

Software Development: .NET / .NET Core, Angular JS, AJAX, ASP/ASP.NET, PHP, JSP, Bootstrap, CSS, w3.css, Font Awesome, HTML, jQuery, Javascript/ECMAScript, TypeScript, JSON, MVC, React, JSX, RSS, SVG, PWA, XML, XSL, XSLT, XPATH, Accessibility (WCAG, AODA), Visualization, SAP MII, WebRTC, Web Services, WCF, Zurb Foundation, SEO, web analytics, CDNs, Cloudflare, Python, C, C++, C#, Groovy, Java, Ruby, node.js, Perl, WQL, WordPress, version management, authentication, authorization, SDK's, unit testing, NUnit, JUnit, optimization, load testing, VBA, Assembler

UI/UX: UI Design, research, wireframing, prototyping, Figma

E-Commerce: OpenCart, WooCommerce, payment gateways, point of sales (POS), payment request API

IDE's: Visual Studio Code, Visual Studio, WebStorm, Brackets, IntelliJ, Sublime Text, Phoenix Code

DevOps: Automation, CI/CD, Azure CloudShell, Bamboo, BitBucket, Bash/Shell, PowerShell, Bamboo, Docker, Kubernetes

Source Control: Git, GitHub, TortoiseGit, SourceTree, TFS, Visual SourceSafe

Security: Ethical hacking, vulnerability management, penetration testing, system hardening, information security, network

security, physical security controls, surveillance systems, password management, passkeys, IAM, identity verification, zero trust architecture (ZTA), SOAR, NIST 800-x, ISO 27001/x, PCI DSS, 2FA/MFA/U2F/TOTP, OAuth, SSO, SAML, SSL/TLS/HTTPS, certificate management, digital signatures, AES, PGP, CORS, CSRF, XSS, DLP, DKIM, DMARC, SPF, Endpoint protection (EPP) / XDR, Anti-Ransomware, Privacy policy / legislation, biometrics, alarm systems, BIM, Key Vault, Bitwarden, Keeper, Kali Linux, AirCrack-NG, OpenVAS, Nikto, Metasploit, OWASP, SQLmap, nmap, FileAudit Plus, Netwrix, Nessus, SentinelOne

Data Applications/Technologies:

NoSQL – CouchDB, PouchDB, IndexedDB, MongoDB, Firebase

RDBMS & Data Access- SQL Server, MySQL, MariaDB, Oracle, SQLite, PostgreSQL, ADO, DAO, ODBC, OLEDB, Data Lakes

Data historians/products: AspenTech Setcim, OSIsoft PI, PI-ACE, PI-AF, PI Batch, PI Coresight, PI-PE, DataLink, PI Manual Logger, ProcessBook, PI WebParts, Totalizers

Big Data: Hadoop, Apache Cassandra

DBA related: database design, data management, data migration, data security, optimization, backup and DR, high availability (HA), replication

Data Insights / Analytics: Data collection, data analysis, data visualization, data interpretation, decision-making, predictive analytics, diagnostic analytics, statistical process control (SPC)

OT/Process Control: SCADA, DCS, InFusion, Wonderware, Foxboro, PLCs, RSVIEW, HMI's

IoT: SmartThings, Sensors, IFTTT, Google Cloud IoT

Commercial Software: SAP ERP, Oracle ERP, PeopleSoft, Jonas ERP, Salesforce, Sage, EHS Systems, Bamboo HR

Networking: WAN, PAN, LAN, VLAN, VXLAN, VPC, WIFI/MESH, UTM, ASA, Firewall's, Web Firewall's (WAF), Routers, Gateways, Switches, Hubs, Bridges, Access Points, Proxies, VPN, RADIUS, SFP, SIEM, IETF standards, IEEE standards, TCP/IP, UDP/TCP, DHCP, DNS, DNSSEC, PPTP, L2TP, IPSEC, IPS/IDS, ACLs, QoS, MPLS, SSH, STP, NTP, SNMP, RTSP, ARP, PoE, RIP, OSPF, BGP, EIGRP, VOIP, SIP, PSTN, FreePBX, Satellite Comm, Cellular Comm, Cabling (CAT3,5/e,6/a,7), IP Cameras, Network Design, Network Security, Networking Troubleshooting, Multi-Site Management, Network Optimization, Site Surveys, Software Defined Networking (SDN), Cisco Unified Comm Manager, Wireshark, Netscan, Ubiquiti, Sophos, Cisco, Dell, WatchGuard

Networking Tools: inSSIDer, NetSpot, NetLimiter, PTRG, PuTTY, Nmap, Wireshark, tcpdump, iPerf

Operating Systems/Servers: Linux, macOS, Windows, Windows Server, iOS, iPadOS, watchOS, Android, ChromeOS, DOS, VMS, Raspberry PI OS

Systems Administration: Capacity planning, backup management, disaster recovery, synchronization, patch management, systems monitoring, network attached storage (NAS), mobile device management (MDM), mobile app management (MAM), M365 admin, SharePoint, Unitrends, Veeam, SimpleMDM, Wandera / JAMF, InTune, ScaleFusion, IIS, Apache HTTP Server, NGINX, Tomcat, Active Directory (AD), Entra (AAD), Group Policy Management, Citrix, Hiren's

Hardware: Lifecycle management, computer build/repair, mobile devices, 3D printing, scanners, UPS, peripherals, A/V equipment, hardware disposal/recycling, Lenovo

Graphics Design: GIMP, Photoshop, Illustrator, Paint.NET, InScape, Microangelo, Vectors, Layers, Icons, EXIF Data

Software: Software evaluation, open source transformation, license management, adobe reader / pro, FoxIt, Nitro, Zoom, Webex, Microsoft Teams, Outlook, Word, Excel, PowerPoint, OneNote, Loop, Visio, Email productivity, Dropbox, Libre Office, Google Suite Dynamics, Salesforce, Tessitura CRM, SAP ERP, Jonas ERP, PeopleSoft, Epicor ERP, Sage / SimplyAccounting, Tax Prep, Caseware, Quickbooks, EZRentOut, Asset Tiger, Dayform (HCM), eCompliance, Site Docs, Sofvie (EHS), File Compression

Design/Estimating: UML, ERD, DFD, Visio, Draw.io, AutoCAD, Revit, SketchUp, Accubid, WinEst

Reporting: SharePoint, Business Objects, Crystal Reports, Power BI, SSRS, SAP MII, Pentaho

WORK EXPERIENCE

— Guardian Microsystems - *Technical Support Analyst*

2023 - Jan 2024

An IT managed service provider specializing in the design, implementation and maintenance of computer networks and information systems.

- Provided 100% Remote Technical Support

- Product lead on enterprise endpoint detection & response (EDR)

Science North, *Senior IT Manager*

Feb. 2022 - Oct. 2022

Science North operates an interactive science centre and mine museum focusing principally on geology and mining history exhibitions. Science North is an agency of the government of Ontario and is a registered charitable organization.

- Developed and implemented short and long term IT strategic plans
- Responsible for leading, planning, organizing, and managing IT operations
- Responsible for managing user support
- Implemented an IT service management system
- Implemented an IT change management system
- Improved security posture

CFMWS, *Senior IT Manager/Project Director (Contract)*

Feb. 2022 - Oct. 2022

Working on behalf of the Chief of the Defence Staff and under the authority of the Defence Minister, CFMWS is a partner in the Defence enterprise, operating under the Non-Public Property framework, expending Public and Non-Public funds. CFMWS is a separate agency of the Defence team. CFMWS offers programs and services to support the changing needs of the Canadian Armed Forces (CAF) by enhancing their mental, social, physical and financial wellbeing

- Acted in role as a project director for an enterprise backup solution
- Acted in role as a project director for cloud migration of IT services

Sofvie Inc., *Product & Service Supervisor*

2Sep. 2019 - Jul. 2020

Sofvie is a software and service organization focused on minimizing workplace hazards and aligning workplace culture using Risk and EHS Management Software to generate collaborative intelligence. This enhances communication and redefines hazard and risk management in the workplace by intelligently analyzing data gathered from the front-line. Built on industry 4.0, Sofvie creates an accessible point of reference which aids in critical decision making processes.

- Managed direct reports in various roles of product development and tiered support
- Supervised direct reports in tiered support and service of customers and internal staff
- Mentored direct reports in full stack software development languages and frameworks
- Acted as a subject matter expert on report development setting up a framework for the bulk conversion of previously developed reports to an open source solution
- Acted as a subject matter expert on application security (Secure API, XSS, SQL Injection, Access Control, Logging & Monitoring)
- Managed the development of a standardized product API for integration with other software systems such as ERP's
- Managed the agile project development plan, acted as scrum master, and performed sprint planning using JIRA
- Contributed to definition and implementation of service desk processes and procedures such as service level agreements, escalation management, and the framework for 24x7 product support
- Acted as a liaison between business stakeholders, product support, development staff, and other cross-functional teams both onsite and in remote locations to identify any system/functional gaps, pro-actively monitoring environments for efficiency and continuous improvements
- Implemented Git as a source code control management system and implemented a standard repository strategy for core product and customizations
- Supervised direct reports in continuous delivery and continuous integration (CI/CD) of products (DevOps)
- Managed best practices and standards in the product development of a secure risk management system
- Advocated for storage and accessibility of all product and company documentation, including meeting minutes
- Lead product quality assurance and implementation of automated testing framework
- Lead the software development of a cloud-native product from a legacy application
- Participated in product hosting strategy using SaaS model (cloud, on premise, hybrid). Established hosting strategies with leading cloud providers including AWS, Microsoft Azure, IBM, and Digital Ocean for global product delivery
- Providing leadership, direction and coaching to develop skills and organizational capabilities to meet/exceed strategic goals and achieve business results
- Coordinate escalations to identify and address business requirements gaps and loop back with Product Owner, as required
- Documentation and review of the Service Level Agreements with stakeholders, ensuring adherence to defined SLAs through daily operational meetings

- Participating in finalizing training & development plans for employees, and continuous progress tracking
- Manage relationships and coordinate work between different teams at different locations, including relationships with all suppliers and subcontractors, monitor supplier and subcontractor progress and adherence to the contracts
- Implemented a standard collaboration system (Microsoft Teams)
- Communicate with product owner, project resources, and 3rd party vendors on a proactive and on-going basis

TESC Contracting Company Ltd. & SWSE Athletic Teams, *IT Manager*

Nov. 2015 – Jul. 2019

Established in 1976, TESC Contracting Company Ltd. has evolved into a multi-trade construction services provider specializing in industrial projects and plant/facility maintenance. With offices in Sudbury, Ontario and Saskatoon, Saskatchewan, they primarily serve the Industrial, Infrastructure and Institutional markets in multiple regions.

- Defined and implemented IT strategic initiatives based upon the company's annual strategic business plan
- Defined company growth objectives in partnership with the business
- Built trusting relationships with key stakeholders serving as an advisor of technologies to improve effectiveness
- Defined technology roadmaps and overall technology vision
- Drove collaboration across multiple teams, business units and phases, aligning IT Systems with business operations
- Managed projects including the assessment of requirements, provisions of functional deliverables, milestone planning, project closure, and lessons learned
- Managed comprehensive IT portfolio and IT projects with direct reports and 3rd party resources
- Employee management (hiring, mentoring, training)
- Managed a 24x7 IT service desk utilizing ITIL framework for incident and problem management
- Implemented service level agreements (SLA) and escalation management for IT services (24x7 support)
- Implemented an interactive IT metrics reporting dashboard
- Implemented internal IT processes and procedures
- Implemented cost saving solutions in IT and areas of business, new technologies, policies, procedures, and standards
- Implemented customized CRM solution for business using Salesforce with integration to other systems
- Assisted in the implementation of a point of sale system at the Sudbury arena
- Managed IT infrastructure including
 - Servers – Linux and Windows Server based, cloud and on premise hosting
 - Storage – SAN and cloud based storage
 - Backups – On premise and cloud based backups
 - Network – Firewalls, UTM, switches, routers, site to site VPNs, etc.
 - Security systems – Building alarm systems, surveillance systems, keyless entry using IoT
- Managed software licensing and contracts for all IT and IT related systems including: ERP, CRM, sales, accounting, HR, safety, and software for lines of business such as estimating, scaffolding, and construction projects
- Modernization of legacy applications (Time tracking system, project reporting, inventory management, safety information system, and HRIS)
- Managed internal web hosting of company websites using Apache as well as domain and DNS record management
- Implemented a security risk management framework including management, operational and physical security
 - Server room / infrastructure security
 - Auditing
 - Mobile device management (MDM) and data loss prevention (DLP) on COPE and BYOD devices (InTune & SimpleMDM)
 - Information classification, password management
 - Email and web security gateways
 - Network intrusion and prevention systems
 - Enterprise anti-virus, anti-malware, and anti-ransomware
 - Security awareness training (email security, phishing, vishing, etc)
 - Secured software applications and internally developed applications
- Provided leadership, planning and estimating, cost tracking, presentations, and communication of the following key IT projects:
 - Digital transformation (paperless and digital workflows)
 - Global enterprise wireless network (Unified company wireless network in branch offices and job sites using RADIUS)
 - Standard video conferencing and collaboration system (Microsoft Teams)
 - Inventory management systems (IT assets and specific business areas such as tool shop and scaffolding)
 - Standard web-based project reporting
 - Safety management information system (eCompliance)
 - Company intranet (cloud based on Azure, single sign on using Azure AD)

Global VoIP system (migrated from analogue/POTS lines to VoIP system using FreePBX and SIP phones)

- Communicate with project stakeholders, business unit managers, project resources, and 3rd party vendors on a proactive and on-going basis

Vale Canada Ltd., *IT Subject Matter Expert / IT Project Manager*

Jan 2009 – Oct 2015

Vale Canada is the Canadian nickel subsidiary of Brazilian miner Vale, the world's largest iron ore producer and exporter. The company is engaged in the mining, processing and marketing of metal products. Based in Toronto, Vale Canada produces nickel, copper, cobalt, platinum, rhodium, ruthenium, iridium, gold, and silver, both in Canada and in Indonesia.

- Managed a team of developers providing oversight and mentoring, resource scheduling and performance evaluations
- Performed in role of project manager managing all aspects of IT projects including project budgeting, initiation, planning, execution, monitoring, and closure
- Performed in project estimation as a subject matter expert
- Developed and managed project plans using a variety of tools including MS Project and HPPM
- Implemented best practices, standards, and product roadmaps as a subject matter expert for areas of expertise
- Provided or approved application architecture for several software applications including:
 - Computerized mould tracking system (Web based, .NET application)
 - Process Information Management Application (division wide web based production information reporting system consisting of KPI's and real-time information. Using SharePoint and web technologies)
 - Computerized systems for the atmospheric emissions reduction (AER) program (web-based applications)
 - Smelting converter aisle monitoring system (Monitor the process of nickel smelting process and used by operators to assist in decision making)
- Managed the implementation of many IT projects such as:
 - Redundant data collection system (Real-time data collection from Smelter process control network to business network using OPC and OSIsoft PI technologies)
 - Data Migration of legacy data historian (migration of Setcim data historian to OSIsoft PI historian)
- Product lead on SAP Manufacturing Integration and Intelligence (MII)
 - attended conferences, formal training, and networking with global colleagues
 - implemented the product as the company's standard reporting tool utilized by various applications
 - created product roadmaps and standards for technology
 - participated in negotiations of maintenance agreement and software licensing
- Acted as a third tier of support for escalations or engineering of solutions for products in areas of expertise (24x7x365 support)
- Communicate with project stakeholders, business managers, project resources on a proactive and on-going basis

Vale Canada Ltd., *Process Systems Analyst*

May 2005 – Dec 2008

- Design, develop, test, deliver and support of information and process control systems
- Implemented new technologies into business applications, business requirements analysis/translation
- Lead IT contractors and projects, served as mentor to colleagues and project resources
- Communicate with project stakeholders, business unit managers, and project resources on a proactive and on-going basis

Four Leaf Solutions Inc., *Programmer/Analyst*

Sep. 2002 – Apr. 2005

Four Leaf Solutions operated as a software development and IT service company since 1999. They provided professional design, development & marketing of websites, web applications, social media presences and IT support and service.

- Supervised and lead programming projects and initiatives
- Custom web and software application architecture and development (client/server apps, databases) using technologies including: HTML, CSS, JavaScript, C#, .NET, MVC, Perl, PHP, AJAX, Java, SQL Server, Oracle DB, MySQL, PostgreSQL, SharePoint
- Performed business requirements analysis, process mapping and data modeling
- Designed and developed solutions to meet design specifications and customer requirements
- Provided maintenance of software applications and third level support to customers
- Performed code optimization for software efficiency and performance
- Managed development standards
- Collaboration with testing teams to relay functionality and addressing testing issues, tools and testing defects
- Communicate project/work on a proactive and on-going basis
- Remote & on-site support technician (all aspects of networks, hardware, & software)

Expertech Network Installation, IS/IT Technical Support Analyst**May 2000 – Jul 2002**

Expertech Network Installation is a major network infrastructure service provider for the wireline and wireless broadband technology market in Quebec and Ontario. Expertech is responsible for provisioning Bell Canada's networks.

- Software development (scripting, Perl, Delphi, JSP, PHP, Java, C/C++)
- Network Administration
- Remote & on-site support technician (all aspects of networks, hardware, & software)

EDUCATION

Georgian College (Diploma, 3 Year Computer Programmer/Analyst Co-op w/ Honours) **1999-2002**

— **Lo-Ellen Park Secondary School** (Ontario Secondary School Diploma w/Honours) **1994-1999**

LICENSES & CERTIFICATIONS

Working at Heights	06/2023
First Aid & CPR Level C	02/2023
Azure Fundamentals (AZ-900)	07/2021
CompTIA Network+, CompTIA	02/2021
CompTIA Project+, CompTIA	09/2020
CompTIA PenTest+, CompTIA	09/2020
CompTIA Security+, CompTIA	08/2020
Effective Leadership Development, LMI Canada	03/2016
Certified Joint Health and Safety Member, Ministry of Labour	06/2015