

**client** responsibilities  
**projects** quality  
hardware  
relations  
security  
recommend  
managing  
**Tivoli**  
Managed routers  
time  
Development  
**Ontario**  
**CMD** OGC  
**IBM** GA  
**information**  
**business** States

**Project** Janet Astwood  
2012 Toronto  
**development**  
Market Software  
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Construction  
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Janet Astwood  
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Barcelona facets  
Canada April service  
countries  
**management**



My name is Janet Astwood and I am a IT consultant and senior project manager.

My experience includes managing small, medium and large projects . I have served in various roles from beginning to end of the product development cycle including developer, BA, QA and leader. I coach and mentor sponsors, clients, and project team members and develop tools, templates, tips and techniques to streamline and improve any size project, process or team.

I have experience leading global teams, utilizing various project management methods and approaches. I prefer a holistic approach, do what makes sense and is right at the time.

## Contact Information

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<http://google.com/+JanetAstwood>

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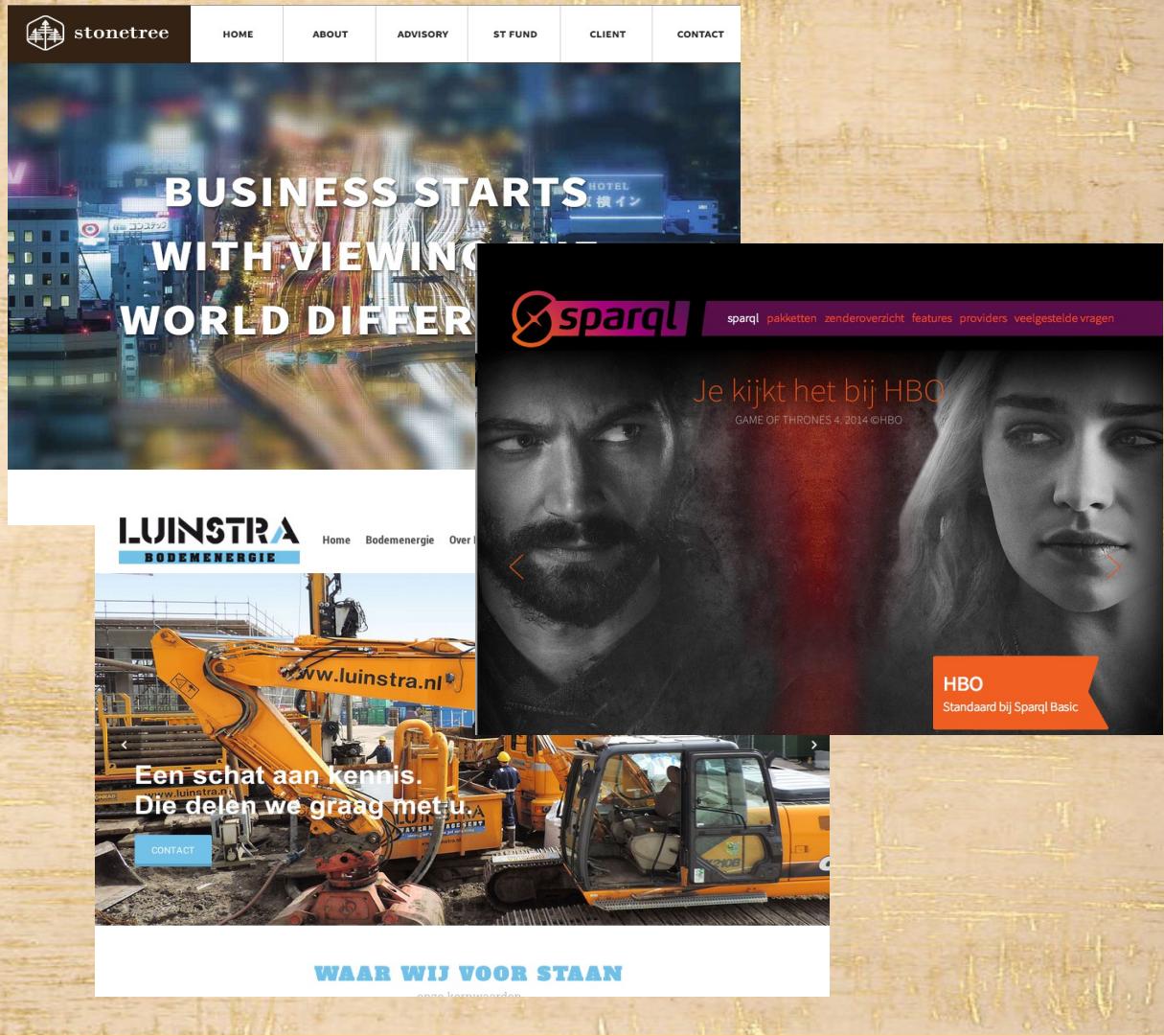
**A good project manager plans in order  
to understand the work to be accomplished.**



**First comes thought; then organization of that thought, into ideas and plans;  
then transformation of those plans into reality. The beginning,  
as you will observe, is in your imagination. — Napoleon Hill**

photo: The thinking bull, Artist: Josep Granyer i Giralt (Barcelona, 1899-1983), Barcelona, Spain

# Portfolio



**Client** Nexibeo

**Industry** Web Development

**Role** Project Management

**Overview** Review specifications, assign and monitor the work of the design/development teams and maintain communication with the client.

**Technology** Drupal, Wordpress, Mobile Apps, Set top box, Angular.js, AWS.

# Project

**Client** Elance client

**Industry** Utilities Industry

**Role** Business Process Consulting

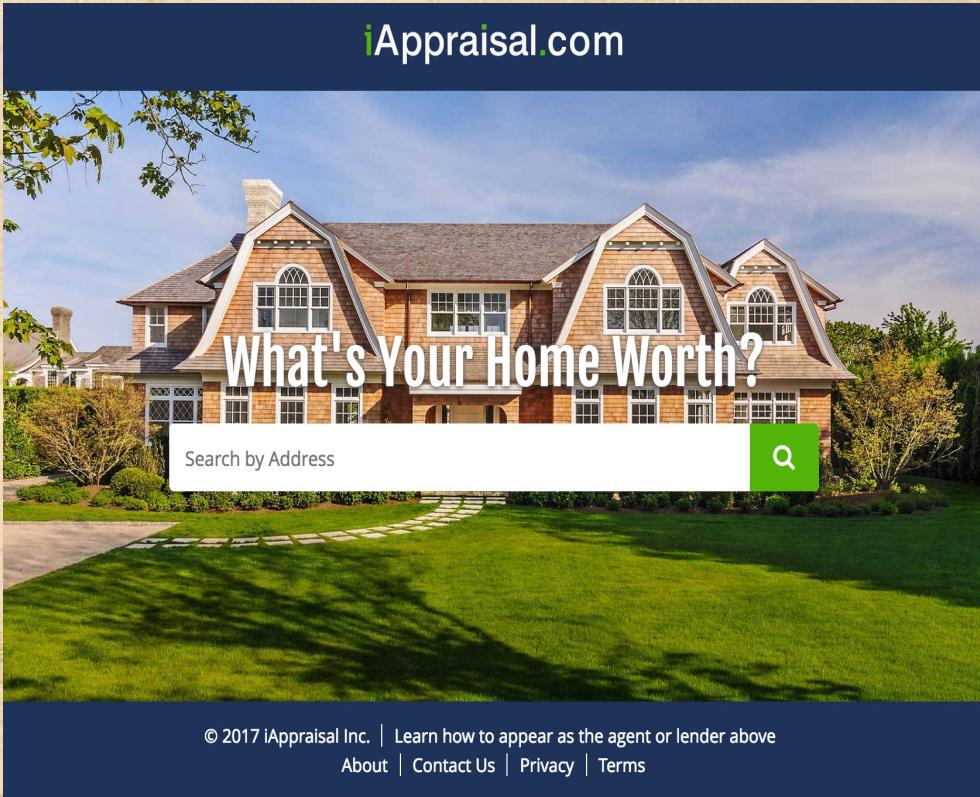
**Overview** IT Process and Technology Assessment. Review the IT technology, people and processes and recommend areas for improvement to increase quality and reduce time.

**Technology** MSSQL, PHP, AWS, Kanbantool, iMacros

The screenshot shows a Kanban board titled "MTVN / Project board". On the left, there's a sidebar with "Alerts" containing items like "track search engine ranking", "monitor brand mentions", "tracking competitive link metrics", "check recent Google Algorithm Updates", and "subscribe to Moz Blog". The main board has columns for "To do", "Scheduled - This week", and "Scheduled - Today". Under "To do", there are three tasks: "adjust AdWords budget", "SEO contract negotiation - John Anderson", and "add new keywords to AdWords". Below the board is a Microsoft Excel spreadsheet titled "Status by Iteration". The spreadsheet includes a filter set to "Yes" for "In This Iteration?". It has columns for "Count - Test Case ID", "Iteration", and "Total Result". The data shows counts for different statuses across five iterations, with a total result of 85.

Action items by Level of Difficulty to Implement and Value to Business.

Level of Difficulty	Business Value			
	High	Normal	Low	
High	Process - recommendation 1 Process - recommendation 8	People - recommendation 2 Tools - recommendation 9	Infrastructure - recommendation 3	
	Process - recommendation 5	Infrastructure - recommendation 4 Process - recommendation 7		
Low	Process - recommendation 6	People - recommendation 10		



# Project

**Client** iAppraisal, Inc

**Industry** Real Estate Marketing

**Role** Portfolio Management

**Overview** Managed large project from start to finish including talent acquisition, requirements, development, operations, vendor management, client support.

**Technology** AWS, Angular.js, Percona DB, Sphinx, Python, PHP, Wordpress, FDPI, Adobe Acrobat Pro, RETS.

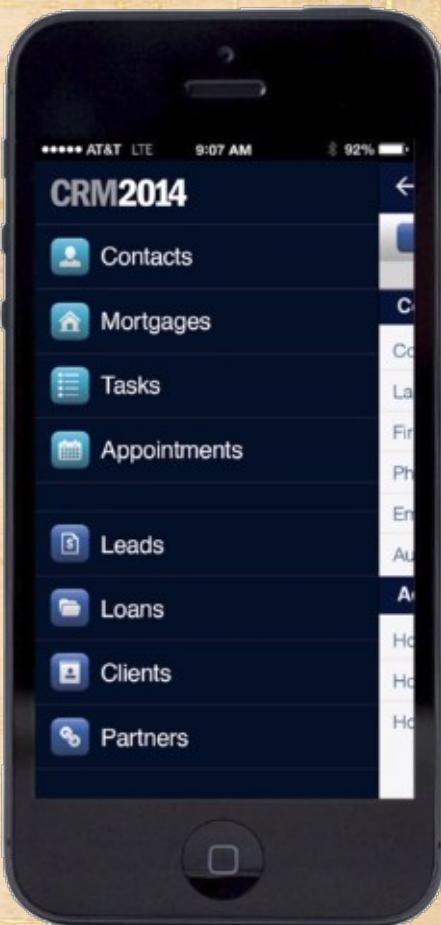
A good project manager communicates efficiently — they say a lot in few words.  
They do not hold 30 minute meetings when they could communicate the same  
thing with a well thought-out email.



“People who enjoy meetings should not be in charge of anything” — Thomas Sowell

photo: Bell, Montjuic Olympic Stadium, Barcelona, Spain

# Project



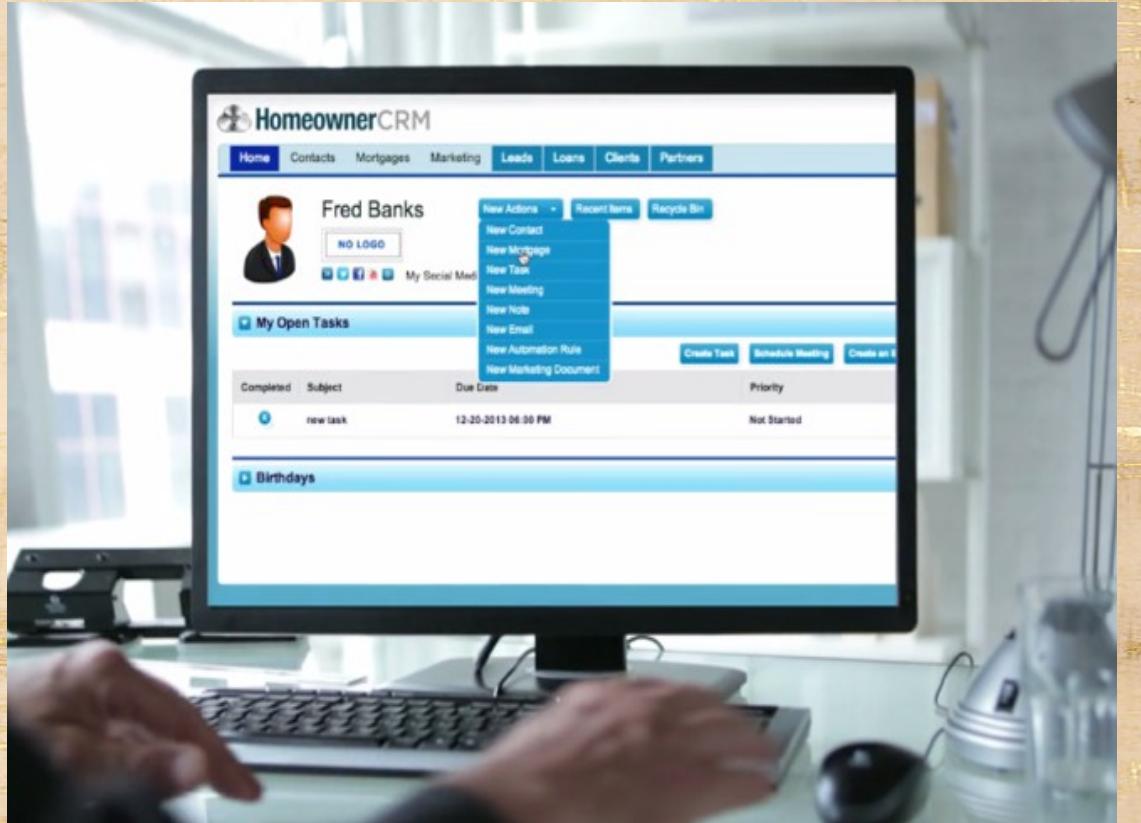
**Client** Mortgage Planner Inc

**Industry** Business/Marketing

**Role** Managed project from start to finish, including selecting vendor, gathering requirements, oversee development and business acceptance testing.

**Overview** Development of a mobile application for IOS including prototype using native and framework technologies (PhoneGap).

**Technology** IOS, PhoneGap, RSS, .Net, SQL Server



# Project

**Client** Mortgage Planner Inc

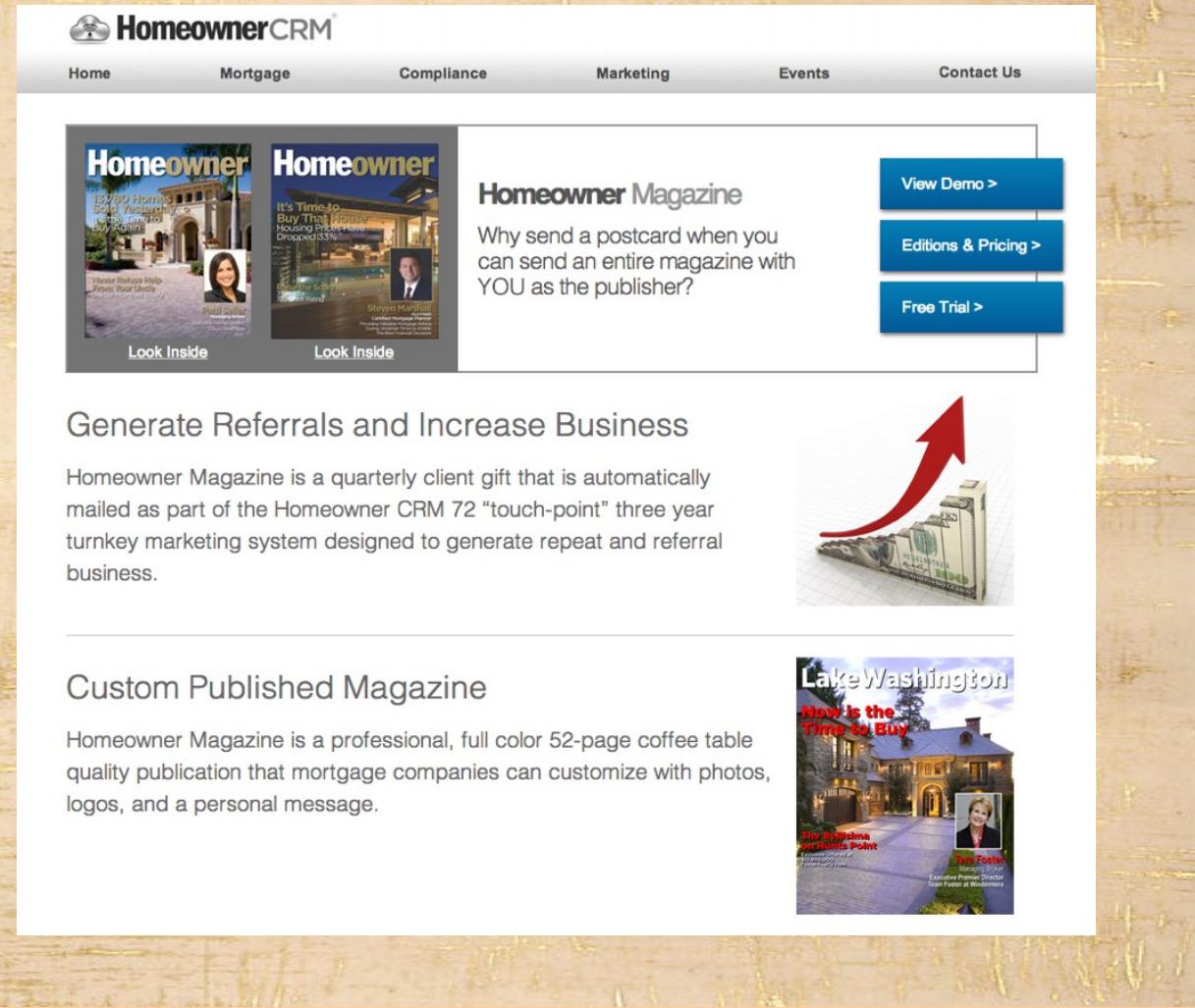
**Industry** Business/Marketing

**Role** Manage vendor deliverables, gathering requirements, oversee development, business acceptance testing.

**Overview** Development of a CRM for mortgage advisors.

**Technology** AWS, .Net, Windows, SQL Server, HTML email.

# Project



The screenshot shows the HomeownerCRM website. At the top, there's a navigation bar with links for Home, Mortgage, Compliance, Marketing, Events, and Contact Us. Below the navigation, there are two magazine covers titled "Homeowner". The left cover features a woman and the right cover features a man. Both covers have a "Look Inside" button. To the right of the magazines, there's a section for "Homeowner Magazine" with the text: "Why send a postcard when you can send an entire magazine with YOU as the publisher?". It includes three blue call-to-action buttons: "View Demo >", "Editions & Pricing >", and "Free Trial >".

**Generate Referrals and Increase Business**

Homeowner Magazine is a quarterly client gift that is automatically mailed as part of the Homeowner CRM 72 "touch-point" three year turnkey marketing system designed to generate repeat and referral business.

**Custom Published Magazine**

Homeowner Magazine is a professional, full color 52-page coffee table quality publication that mortgage companies can customize with photos, logos, and a personal message.



**Client** Mortgage Planner Inc

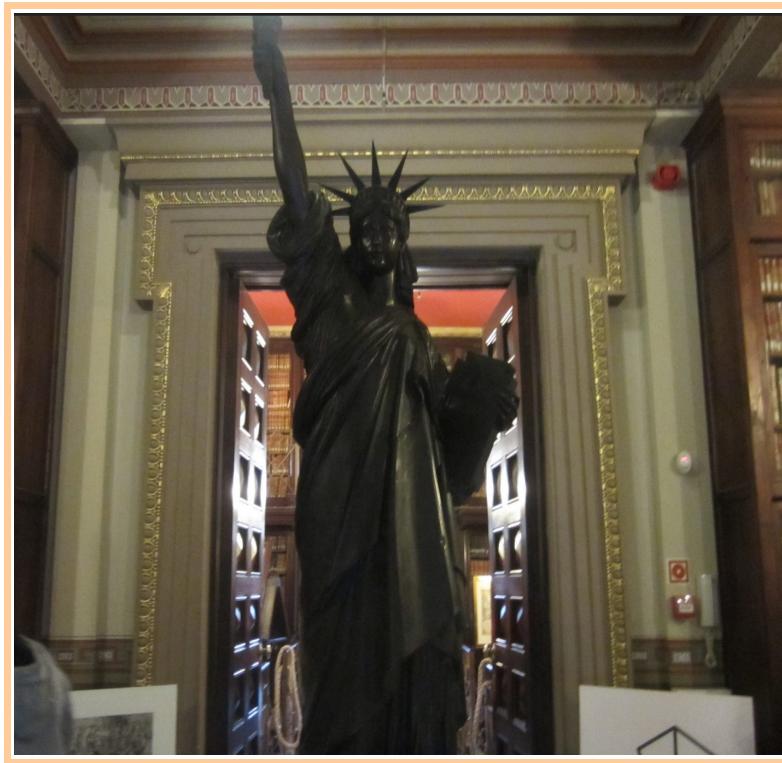
**Industry** Business/Marketing

**Role** Manage vendor deliverables, gathering requirements, oversee production, business acceptance testing changes.

**Overview** Production of a full color four page variable print magazine

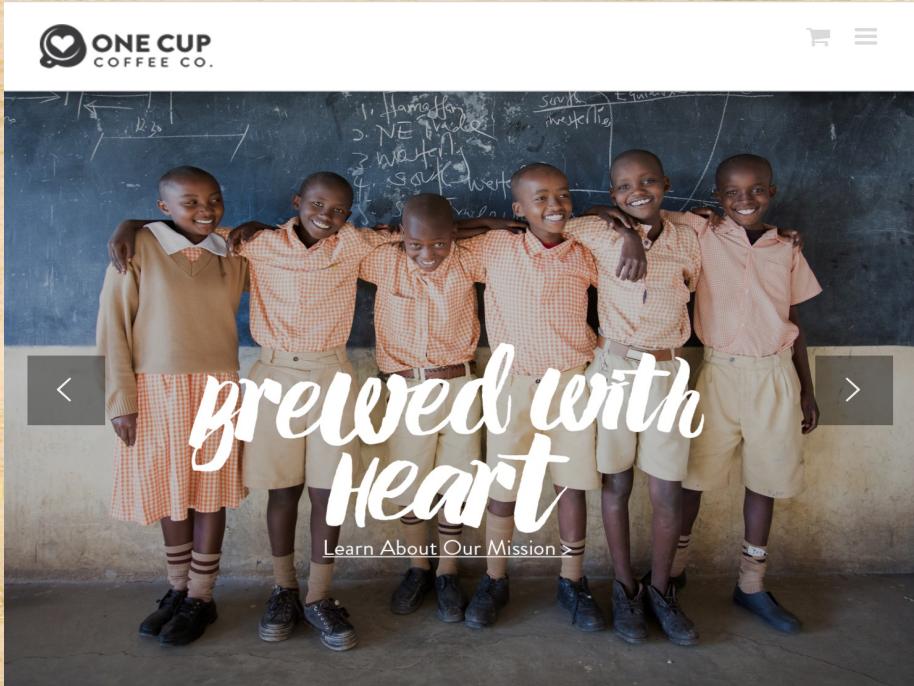
**Technology** Adobe Indesign, Adobe Incopy, PTI FusionPro

**A good project manager has high-quality training, an evolved set of skills and a constant need to improve themselves.**



**Your work is going to fill a large part of your life, and the only way to be truly satisfied is to do what you believe is great work. And the only way to do great work is to love what you do. — Steve Jobs**

photo: Statue of Liberty in Dark Bronze, Arus Library, Barcelona, sculptor Manuel Leal i Fuxà, 1894



# Project

**Client** One Cup Coffee

**Industry** E-Commerce

**Role** Recover project in trouble, new staffing, talent acquisition, management of team including designer, developer. Training of team and managing of migration of data.

**Overview** E-commerce site with subscription service.

**Technology** Woo-commerce, Woo-subscriptions

# Project

The image shows the homepage of the DRESD29 website. At the top, there is a navigation menu icon and the brand logo 'DRESD29' with a small Canadian flag icon. The main visual is a black and white close-up portrait of a man's face and upper torso. Overlaid on the image is the text 'DRESSED 2 THE NINES' in a serif font, followed by 'Explore the New Collection.' Below this is a dark rectangular button with the words 'GET DRES'D'. At the bottom of the page, there are four hashtags: '#Dresd2Work', '#Dresd2Play', '#Dresd2Impress', and '#BestDresd'. Below these hashtags are four product images: a dark suit jacket, a light blue dress shirt, dark trousers, and a dark belt.

DRESD29

DRESSED 2 THE NINES

Explore the New Collection.

GET DRES'D

#Dresd2Work #Dresd2Play #Dresd2Impress #BestDresd

**Client** Keith Lloyd Couture

**Industry** E-Commerce

**Role** Recover project in trouble, talent acquisition, management of development project. Training of team and managing of migration of data.

**Overview** E-commerce site

**Technology** Woo-commerce

A good project manager monitors and controls the project so that potential problems are identified in a timely manner and corrective actions can be taken.



**“It is useless to desire more time if you are already wasting what little you have.” — James Allen**

photo: Clock, casa de pages, Parque Natural del Montseny, Spain

# Consulting

	Your Company	SOP #: _____
Page #: _____	1 of 1	Version #: _____
Implementation Date: _____		Last Reviewed/Update Date: _____
SOP Owner: _____		Approval: _____

**Standard Operating Procedure**

**1. Purpose**  
Describe the process for <official name of SOP> at the <name of location and/or environment>. Describe relevant background information.

**2. Scope**  
Identify the intended audience and / or activities where the SOP may be relevant.

**3. Prerequisites**  
Outline information or equipment required before proceeding with the listed procedure, for example, tools, software, documents, and/or certifications.

**4. Responsibilities**  
Identify the personnel that have a primary role in the SOP and describe how their responsibilities relate to this SOP. If necessary, include contact information.

**5. Procedure**  
Provide the steps required to perform this procedure.

**6. References**  
List resources that may be useful when performing the procedure; for example, government standards and other SOPs.

**7. Definitions**  
Identify and define frequently used terms. Provide additional and/or relevant information needed to understand this SOP.

**Client** The Brunswick Group

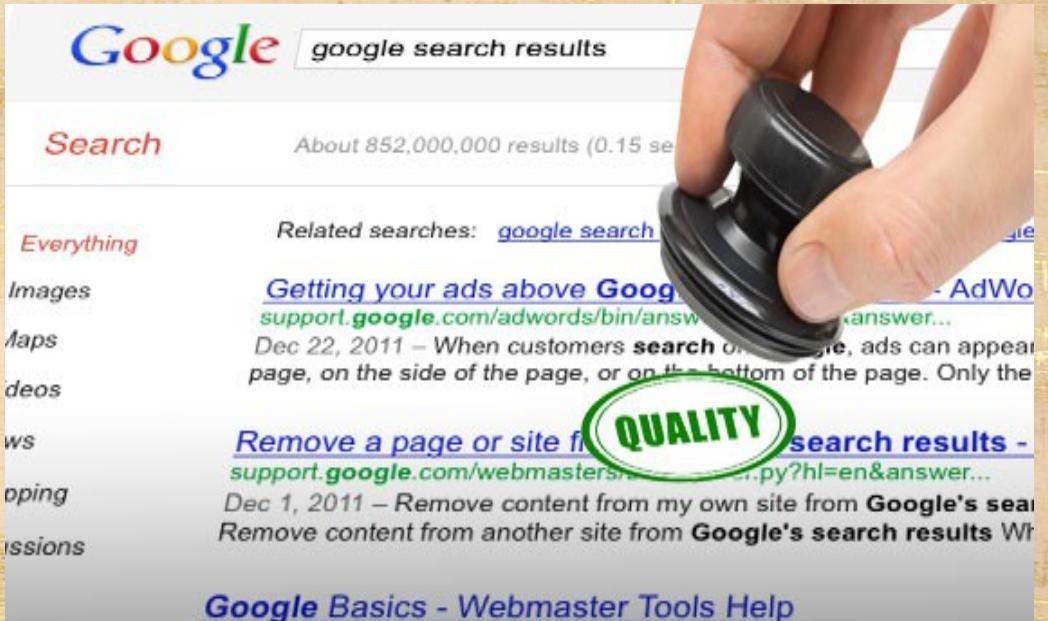
**Industry** Managed Services

**Role** Technical Writing, IT Consulting

**Overview** Improve the content/documentation and operating procedures.

**Technology** SAP, Azure, Windows, SQL Server

# Consulting



**Client** Appen Butler Hill

**Industry** Internet SEO

**Role** Search engine analyst.

**Overview** Improve the results of the client search engine by evaluation of pages and sites.

**Technology** Windows, IE, SEO, Alexa rankings, Windows Scripting

# Project

**Client** RBC

**Industry** Financial Services

**Role** Senior Project Manager

**Overview** Large Program to upgrade Microsoft Exchange, Office, Sharepoint and Windows across the enterprise.

**Technology** Windows 7, Windows Server, Microsoft products.



Microsoft®  
**Exchange Server**

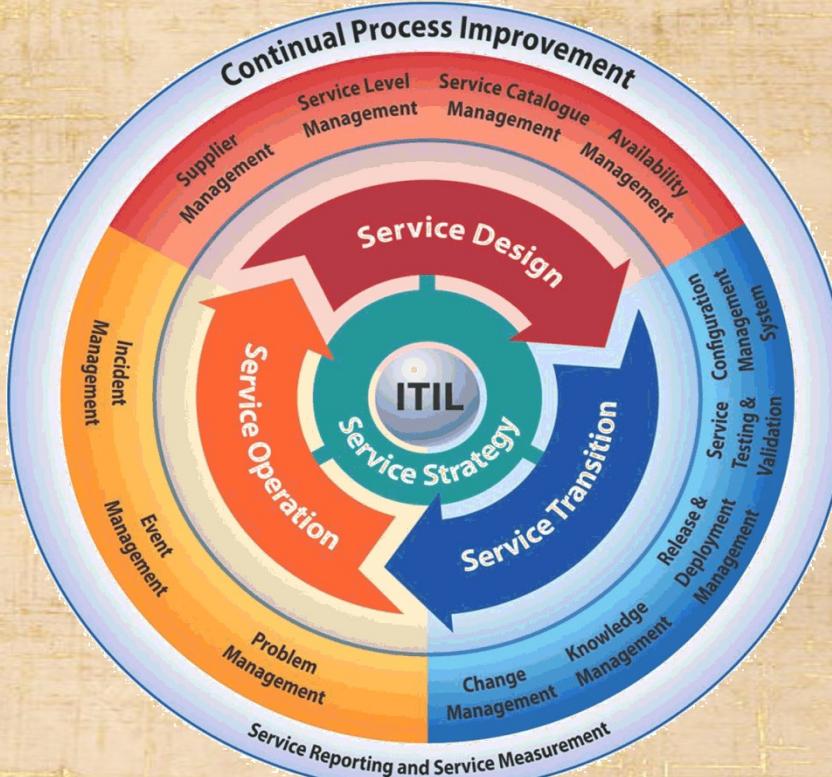


Microsoft®  
**Office**



Microsoft®  
**SharePoint® 2010**

# Portfolio



<b>Client</b>	RBC
<b>Industry</b>	Financial Services
<b>Role</b>	IT functional/project manager call center systems. Architecture, QA, Business requirements.
<b>Overview</b>	Management of incident, change, problem, and service desks across the enterprise. RBC has presence in more than 37 countries.
<b>Technology</b>	HP Service Center, Oracle, DB2, Websphere, Infoman. Data warehouse (Oracle BI, Teradata, Crystal Reports, Webfocus)

# Portfolio

The screenshot displays two windows side-by-side. The top window is titled "Common Event Console (Paused)" and shows a table of events with columns: Severity, Status, Repository, Name, Message, Display Item, and Source. The bottom window is titled "Netcool/Omnibus Event List : Filter="All Events", View="Default"" and shows a table of alerts with columns: Node, Alert Group, Summary, Last Occurrence, Count, Type, ExpireTime, Agent, and Manager.

**Common Event Console (Paused) Data:**

Severity	Status	Repository	Name	Message	Display Item	Source
Minor	Open	OMNIBUS	ODBC	DB2 - Lock Timeouts : Application - ExecTrade		ldb328.londc
Critical	Open	ITM	WRT_Response_Time_Threshold		london2-1.ofn.com:80/inventory/	OFN-LONDO
Warning	Acknowledged	OMNIBUS	ODBC	DB2 - Lock Waits		ldb328.londc
Warning	Open	OMNIBUS	NT Event List	Instance:DB2		ldb328.londc
Critical	Acknowledged	ITM	WRT_Response_Time_Threshold		etd.london.ofn.com:81/comm/	OFN-ETD-6C
Minor	Open	OMNIBUS	ODBC	DB2 - Lock Timeouts : Application - UpdateA...		ldb328.londc
Warning	Open	ITM	DB2_Lock_Warning_610		Application	DB2-UDB328
Warning	Open	OMNIBUS	ODBC	DB2 - Lock Waits		ldb328.londc
Critical	Open	ITM	WRT_Response_Time_Threshold		accounts.london.ofn.com:80/xfer/	OFN-ACCOU

**Netcool/Omnibus Event List Data:**

Node	Alert Group	Summary	Last Occurrence	Count	Type	ExpireTime	Agent	Manager
fib3	WRT_Response_Time_Threshold	DB2 - Lock Timeouts : Application - ExecTrade	04/22/08 02:57:59 PM	1	Problem	Not Set	SecurityWatch	
fib3	WRT_Response_Time_Threshold	DB2 - Lock Timeouts : Application - UpdateAccount	04/22/08 02:57:49 PM	1	Problem	Not Set	SecurityWatch	
fib3	WRT_Response_Time_Threshold	DB2 - Lock Waits	04/22/08 02:55:54 PM	1	Problem	Not Set	SecurityWatch	
fib3	ODBC	DB2 - Lock Timeouts : Application - ExecTrade	04/22/08 02:58:01 PM	1	Problem	Not Set	SecurityWatch	
fib3	ODBC	DB2 - Lock Timeouts : Application - UpdateAccount	04/22/08 02:57:46 PM	1	Problem	Not Set	SecurityWatch	
fib3	ODBC	DB2 - Lock Waits	04/22/08 02:57:56 PM	1	Problem	Not Set	SecurityWatch	
fib3	NT Event List	Instance:DB2	04/22/08 02:57:51 PM	1	Problem	Not Set	SecurityWatch	
fib3	DB2_Lock_Warning_610		04/22/08 02:57:40 PM	1	Problem	Not Set	SecurityWatch	
fib3	ODBC	DB2 - Lock Waits	04/22/08 02:57:37 PM	1	Problem	Not Set	SecurityWatch	

**Client** RBC

**Industry** Financial Services

**Role** IT Functional/Project manager enterprise data center systems. Development, QA, Architecture.

**Overview** Management of all products related to data center operations worldwide.

**Technology** Netview/Openview, Tivoli Framework, Omnibus, Webtec, SNMP, IP, DNS, Hardware management, Perl, Databases (Db2, Oracle, Sybase).

**A good project manager provides the motivation team members need to help bring a project to successful completion.**



**“Project management can be defined as a way of developing structure in a complex project, where the independent variables of time, cost, resources and human behaviour come together.”— Rory Burke**

photo: Castellers in front of Sagrada Família, Barcelona, Spain

## Distributed Systems Management

Technology Preview

May 10<sup>th</sup>, 2002



IBM developerWorks Live!, New Orleans, April 9 – 12, 2003

Session #: E1164

### Implementing Tivoli Remote Control at RBC

**Speaker(s):** Janet Astwood, Project Manager  
Distributed Systems Management  
RBC Financial Group

Planet Tivoli @  
IBM developerWorks **Live!**  
The Technical Conference with More



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### Focus Group

The purpose of a focus group is to gather information and obtain buy-in to an action

# Public Speaking

**Project managers communicate** with upper management and outside vendors and clients as needed. In fact, proactive communication is one of a project manager's most important functions.

I participated in the founding of the global Tivoli Users group, and took every opportunity to share the work of the team with partners and peers.



Janet Astwood

# Certifications

Overview PMP and ITIL certified practitioner

PMP demonstrates that you are capable of performing at the highest level in the field of project management.

ITIL certification demonstrate that indicates individuals have demonstrated a knowledge about terms, processes, and other aspects of IT Infrastructure Library.

jlastwood@gmail.com



### Sean Aronson

Manager Global Event Monitoring & Automation

“ Janet is a highly intelligent, motivated, skilled resource that brought a passion to any of the technologies she was responsible for, over the years that I worked with her.

January 27, 2012, Sean worked with Janet at RBC



### Irina Maric

Project Manager at Mohawk College

“ It was a pleasure to work with Janet. She is a strong leader, passionate about her work and extremely knowledgeable. By reporting directly to Janet, I was fortunate to learn by observing Janet's professional approach to Project Management especially around time management and budget.

January 24, 2012, Irina reported to Janet at RBC



### Steven Kiss

vp l sales & marketing at SuMO IT Solutions

“ Janet was an amazing project manager to work with - she was always prepared and always knew her stuff. It is because of this she made us a better supplier and brought the best not only out of us, but everyone on the whole team. I would recommend Janet to anyone looking for a good PM.

January 24, 2012, Steven was a consultant or contractor to Janet at RBC



### Steve Plender

at RBC Royal Bank

“ Janet is a highly proficient project manager with the ability to transform teams and get quick results. She is a team builder with great people skills. She successfully managed very complex projects with diverse teams which were tasked with delivering business solutions with very tight deadlines. She played a critical role delivering these projects on time and under budget while bridging business and technical requirements. I highly recommend Janet. less

January 25, 2012, Steve worked with Janet at RBC

## Recommendations

My recommendations include former staff, clients and business partners.

Project managers oversee the individual tasks that move a project toward completion, so its ultimate success or failure depends in large part on the project manager's competency.

A good project manager develops and utilizes repeatable templates that are specific to the industry they're dealing with. This allows project plans to become very thorough and highly repeatable, with the specific intent to increase quality, lower delivery costs, and lower time to deliver.



“Begin at the beginning,’ the King said gravely, ‘and go on till you come to the end; then stop.”— Lewis Carroll

photo: Barcelona Labyrinth park.