James K. Howard

CONTACT

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Portfolio Website:
https://jkhoward.vercel.app/

EDUCATION

Honours BA: *2020*

University of Toronto, Toronto, ON
Double Major – Political Science and Sociology

Areas of Focus:

International Relations

International Political Economy

Canadian Government

Canadian Socioeconomics

Social Demographics of Canada

Seminars:

Urbanization of Canada

Chinese Political Economy Post Mao

Germany's Contemporary Political Economy

WORK

Manager – Strategic Initiatives - Supply Chain Technology *(June 2024 – Present) // Loblaw Companies Ltd, Brampton*

Rollout and continuous support for the deployment of Manhattan Active Warehouse Management. MAWM is the Cloud Native solution offered by Manhattan Associates as a Warehousing solution.

- Collaborating with Manhattan's product teams, providing directional input for feature development for future releases.
- Part of Manhattan's product council, advocating for and assisting in product road mapping.
- Evaluating client custom functionality then subsequently working to establish process around development and design.
- Embedded in Automation, involving QA testing, application code and configuration among other areas.
- New Features: Gap analysis, business alignment, adoption and subsequent rollout of new features across the MAWM Distribution Centers.
- Continued to own Change Management alongside Release Management, handling all production promotion for the conventional distribution centers.

Manager – Production Support - Supply Chain Technology *(June 2023 – May 2024) // Loblaw Companies Ltd, Brampton*

- Led the triage of Major Incidents (production issues with significant business impact), ensuring quick remediation.
- Managed our vendor relationship, responsible for directing a team of consultants, both onshore and offshore, while driving their prioritization to achieve production objectives.
- Inherited a production burndown list of over 80 concurrent issues alongside numerous legacy problems, managing to reduce the current standing list by close to 60% to a working list of roughly 30.
- Collaborated with our Business partners and key stakeholders to manage operational support for multiple Distribution Centers across Canada.
- Handled all incoming Incidents and resulting root cause analysis while meeting business SLAs to ensure production stability.
- Managed, led and solutioned all resulting issues spawning from previous incidents, delivering quality fixes that satisfied business requirements.
- Owned the production promotion and Change Management process, functioning as the team's release manager.
- As a project manager, led multiple projects to completion leveraging Agile best practices.

IT Specialist - PMO *(Jan 2022 – May 2023) // Loblaw Companies Ltd, Brampton*
Intern - PMO (*May 2021- Dec 2021*) *// Loblaw Companies Ltd, Brampton*

- Internship contract was previously set for 12 months, converted to a FTE after the completion of 8.
- Functioned in various capacities, including process automation (often programmatically), data analysis, IT administration, product management, portfolio reporting, end-user support and end-user training.
- Successfully led all resource management, collaborated with adjacent systems to ensure accurate and punctual payment processing for all Loblaw IT contract work.

CERTS & LICENSES

AWS – DevOps on AWS - 2024

Implementing DevOps practices in the cloud, exploring strategies for serverless applications alongside adoption of CI/CD.

AWS – Cloud Technology Consultant - 2024

Taking business goals and drivers, translating them into technical solutions. Creating the logical design for cloud solutions, providing technical direction and oversight.

IBM - DevOps and Software Engineering - 2024

Develop a DevOps mindset. Build microservice applications and deploy using cloud strategies, while employing a variety of CI/CD tools for automation (Chef, Puppet, Tekton, Travis, Github Actions).

Web Age Solutions – Full Stack Developer Bootcamp – 2023

Ten peer cohort selected; designed to re-skill Loblaw employees into Web developers. Offered the opportunity to continue as a developer.

Meta – Back-End Developer – 2023

Technical back end skill refinement, focused on REST.

Google - IT Automation with Python - 2022

Automation via scripting and configuration management.

- Well versed in the Agile methodology and best practices, having collaborated with Loblaw's *Agile Center of Excellence* while assisting them in a number of their initiatives.
- Lauded for outstanding tool training; to further this aim, spearheaded the creation of a weekly drop-in session to promote tool best-practices and successful adoption.
- Automated E-2-E our Executive Reporting Packages, incorporating Power Apps, Python and Power BI.

Analyst – **Intern** *Multiple Summers (2017 - 2018)* **//** *Capital City Shopping Centre Limited, Toronto*

CCSC is a privately held company that manages a large portfolio of Canadian real estate, alongside other investments.

- Performed equity analysis and ad hoc research assignments.
- Capstone project, evaluating Canadian gold stocks and providing recommendations which were presented and subsequently adopted.

PROJECTS

Below are a few highlights that I have worked on and subsequently completed in the last 12 months. Click the title to see the website in action.

Portfolio Website

Stack: Next.js, JavaScript, React, TailwindCSS.
Overview: Personal portfolio website, built with Next.js 13. Routed to multiple pages, featuring a sections that summarize my accomplishments, a project portion which offers links to code alongside the functional websites.

Blog

Stack: JavaScript, Next.js, React, TailwindCSS.

Overview: Blog website, leveraging MDX pages and open-source libraries to create a polished platform for sharing updates and opinions.

Property Rental

Stack: TypeScript, Next.js, React, TailwindCSS, MongoDB.

Overview: A property rental platform, with session based authentication, predicated on Google OAuth. The application offers the application to list and rent your property, while potential guests can book as per their needs.

Communities

Stack: TypeScript, Next.js, React, TailwindCSS, PlanetScale.

Overview: A social community-based application, allowing individuals to create groups as per their interests, share anything pertinent and provide real-time feedback with commentary. Offers modern authentication while dynamically providing a content feed determined by user activity.

SKILLS

Programming Languages: Javascript (TypeScript, Node), Java, Python, SQL, Bash

Key Frameworks and Libraries: React, React-Native, Django, Next.js, Spring Boot, Pandas, Numpy, Express, TailwindCSS

Tools and Platforms: Postman, Git/Gitbash, Android Studio, Expo, Firebase, Maven, Gradle, Power BI, Clarity, Jira, Confluence, MS 365, Docker, Kubernetes, AWS, GCP, Github

Soft skills: Strong communicator, excellent problem-solver, well organized, conscientious team player