James K. Howard

CONTACT

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Portfolio Website:
https://www.jameskhoward.com

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

Senior Manager – Strategic Initiatives - Supply Chain Technology *(Oct 2025 – Present)*
Manager – Strategic Initiatives - Supply Chain Technology *(Aug 2024 – Sept 2025)* // *Loblaw Companies Ltd, Brampton*
Rollout and continuous support for the deployment of Manhattan Active. MA is the Cloud Native application offered by Manhattan Associates as a Warehousing, Yard and labour solution.

- Collaborating with Manhattan's product teams, providing directional input for feature development for future releases.
  - Part of Manhattan's product council, driving prioritization and client needs as part of their portfolio via product road mapping.
- End-to-end product enhancements: inclusive of program critical projects, groomed feature lists, alongside smaller product development. Drove a 250% YoY increase in successfully delivered enhancements, while greatly reducing reliance on consultants, instead promoting internal talent.
  - Synthesized benefits in an executive reporting summary view, helping to communicate value while also keeping our sites apprised of continuous improvement efforts
- New Features: Gap analysis, business alignment, adoption and subsequent rollout of new features across the MAWM Distribution Centers.
- Change and Release Management, handling all production promotion across the distribution network. Created and deployed over 100+ releases, E-2-E.
  - Drove new initiatives around release management, helping to reduce deployment errors by over 300% YoY, while also ensuring stakeholders were apprised and fully aware of all items being moved into production
- Strategic projects:
  - Led the successful introduction and adoption of a new Yard Management Software – Manhattan Active Yard Management, from design, to technical implementation, to continued improvement
  - Preparation for a critical site Go-Live, Re-orienting the code landscape and syncing all environments while adopting DevOps best practices, alongside many other initiatives

Manager – Site Stability - Supply Chain Technology *(June 2023 – July 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.

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.

- 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.
- 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.

SOFTWARE 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 project in action. These projects highlight my familiarity with the SDLC and full-stack development.

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

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

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

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

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