

Janet Astwood

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Extract:

Professional experience:

10+ years in technical project management and IT software development.

Solid leadership skills across distributed teams.

Strong communication, technical and analytical skills.

Proven ability to initiate, recognize, and manage change

Practical experience with Structured and Agile project management methodologies.

Objective:

Seeking employment with a dynamic and creative team in an organization that provides a challenge, encourages advancement, and rewards achievement. As a fully qualified IT project manager with a development and systems administration background, I have much to offer. I am passionate about developing and leading teams to deliver high quality, and innovative software solutions.

Specialties:

IT Project Management, IT Service Management, Software Development Life Cycle including Agile methodologies, Quality Assurance and Testing, Talent Acquisition

Experience:

Project Manager, Nexibeo

June 2014 - present

Manage the planning and execution of web and mobile products with highly creative design and development teams located around the globe. The company specializes in development of Wordpress, Drupal and mobile applications.

Responsibilities:

- Manage the relationship between the clients and the design/development teams.
- Provide daily/weekly updates to the clients
- Gather requirements and write work instructions for design/development team.

Consulting Projects, Various Clients

January 2014 - present

Responsibilities:

- IT process assessments; review tools, processes and procedures, recommending improvements based on best practices.

- Source developers/talent for ongoing website work
- Manage projects and offshore teams developing e-commerce sites
- Source consulting partners for development of a contact application and social network applications.
- Source Virtual Assistants to assist with transcription, research and data entry.

IT Project Manager, Mortgage Planner Inc.

November 2013 - present

The client delivers products and services to the real estate industry in the United States.

Responsibilities:

- Manage the relationship between the client and the offshore software development teams, including gathering requirements, setting priorities and software quality assurance.
- Manage the relationship between the client and the magazine service provider including gathering requirements, reviewing proposals and acceptance testing.
- Manage the relationship between the client and the and the offshore software development team to develop a mobile application.
- Provide consulting services to the client with respect to best practices in software application and design, including security, compliance, and design
- Work with marketing and graphics design teams to design marketing and sales materials.

Certified Program Consultant, Elance/Upwork

Jan 2015 – Aug 2016

Responsibilities:

- Develop and implement talent acquisition strategies and techniques
- Supporting the Client in developing job posts and templates
- On-boarding consultants
- Supporting the Client in designing remote teams for projects
- Advising and training the Client on adopting and using the available features of the platform
- Design and build processes and communication flow to facilitate:
 - User adoption and project best practices; and
 - Communicating with Freelancers to drive higher quality deliverables.

Independent Consultant, Appen Butler Hill

February 2013 - June 2013

Responsibilities:

- rate web content to support the measurement of search data relevance

- evaluate on-line search results according to detailed criteria
- perform web-search evaluation using an annotation tool

Senior Project Manager, Royal Bank of Canada (RBC)
Toronto, Canada

August 1998 – January 2011

Enterprise Systems Management is charged with the development of IT service management systems to RBC clients globally. Tracking multiple projects and ensuring the product is delivered on timely basis in a constantly changing environment requires an organized and focused team, patience and excellent communication skills. During my tenure, the IT projects continued to grow in scope and complexity. Working closely with security, audit and policy management groups, I gained experience in the governance and controls surrounding IT information in the financial services industry including COBIT, Sarbanes-Oxley and BASEL II.

Responsibilities:

- All facets of operations including selection of tools, installation, testing and support of a suite of products for data center and enterprise management across multiple data centers and 37 countries. Some of the tools included: HP Peregrine/Service Center for service desks and incident management, IBM Netview for monitoring switches and routers, IBM Monitoring for servers, IBM Director for monitoring IBM/Windows hardware, Tivoli Software Distribution for deployment to Windows desktops and servers and Tivoli Framework and Event Management for event management of custom applications.
- Using various Business Intelligence tools such as Crystal Reports, and Oracle BI (Siebel), and source databases; Oracle, DB2, Teradata, provide clients and management with dashboards and views. Continuously monitor and improve the quality and timeliness of information. Quarterly review access to information based on policies and procedures.
- Managed multiple projects while balancing competing demands and priorities, determined and conveyed impact on budget, time and risk using appropriate fact-based metrics and assumptions to management and clients. Establish smooth communication processes between all parties, including clients, project teams and 3rd parties.
- Working with business partners, clients and business systems analysts, facilitate the planning of changes, including estimation, testing processes and requirements, setting priorities, resource management, and change management when required. Interface and negotiate with customers with regard to project estimates, schedules and deliverables including managing requirements, reviews, obtaining acceptance and feedback. Plans, arranges and controls meetings, workshops and relations with Customer, project team and 3rd party consultants.
- Provide leadership, motivation and developmental opportunities to team members and evaluate their performance and progress. Managed teams of developers and contractors working on a variety of IT development and

implementation projects concurrently. An external audit concluded my department was delivering more service with less staff than comparable organizations.

- Manage multiple vendor relations including suppliers and subcontractors, preparation of RFP's, negotiation of contracts. Launched a worldwide users group (GTUG-Global Tivoli Users Group) and established a forum to review product enhancements with the vendor.
- Fulfill role of operations support or business or testing analyst when required.

Project Manager, Construction Market Data (CMD)

Atlanta, GA

May 1996 – July 1998

Construction Market Data supplies information to the construction industry. The information is disseminated through daily newspapers throughout Canada and the United States, subscription based news feeds and on-line services (eg. Daily Commercial News). In the newspaper and construction industry, time and project management skills were constantly exercised in order to deliver quality information to a deadline. CMD was a startup company with headquarters in Atlanta, GA. During this exciting period, I participated in the startup of CMD and gained an understanding of U.S. business laws and the dynamics of managing teams and projects in multiple countries.

Responsibilities:

- Develop and maintain legacy software using C, Perl, Javascript, CGI, Apache, Ingres ABF/4GL, and SQL and various desktop publishing software to enhance financial, editorial and distribution systems.
- Plan and implement WAN over TCP/IP using Ascend/Cisco routers, multiplexers, and modems.
- All facets of systems administration using HP/UX version 10, SCO ver 3.2.4, SCO Open Server 5, Linux, PC/MAC installation, configuration, training and support.
- Evaluate and recommend hardware and software purchases and negotiate with vendors and evaluate the IT cost and services of companies acquired by CMD.

Application Developer, Southam Inc, Toronto, Ontario

August 1990 – May 1999

Programmer Analyst, Statistics Canada/Revenue Canada, Ottawa, Ontario

April 1982 – July 1990

Languages

English (Native), Spanish (Intermediate), Catalan (Intermediate)

Certifications

ITIL V2 Foundations (OGC), ITIL V2 Service Management Practitioner (OGC), PMP (PMI), Certificat de nivell intermedi de català (Generalitat de Catalunya)

Education:

St. Clair College, Windsor, Ontario Canada

Diploma of Business, Data Processing/Computer Science 1980 – 1982

Recommendations:

“Janet is a highly effective Project Manager that fosters a process-focused development team and is reputed to deliver quality enterprise-wide application projects. She is resolute in enabling her team to deliver projects that meet business specifications. As well, her aptitude for cultivating an employee's talent is to be admired. It would be a pleasure and a privilege to work for Janet again.” Jan, 2012

[Brian Tinio](#), *Configuration & Release Manager, RBC*

“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.” Jan, 2012

[Steven Kiss](#), *VP Business Development, Achievo*