

CONTACT

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PROFILE

Smart, tech-savvy and business-minded, I'm at my peak bridging business with technology. I connect and empower teams and organizations to succeed with technology-backed solutions for the 21st century.

KENNY LI

Solutions Architect / Implementation Specialist

EXPERIENCE

GRANTBOOK

Dec 2015 – Present (7 years)

Solutions Architect / Implementation Specialist

- Translate and match business problems with IT solutions. I study existing processes and business requirements to design tailored information systems solutions that help the client's grant management work more efficiently and effectively.
- Manage technical implementations of cloud solutions and grants management applications for non-profit organizations.
- Using data management tools (Access, SQL Server, Open Refine), I support the cleanup and migration of client databases and files over to new systems.
- Troubleshoot and provide technical support across a portfolio of clients, projects, and suite of recommended products.

KEV GROUP

Oct 2014 – Dec 2015 (1 Year, 2 Months)

Client Success Associate & Business Analyst

- Supported onboarding and roll out of online payment solutions to school districts across North America.
- Mapped out entire 117-step implementation process, resulting in target areas identified for optimization and reduced the time and steps required to onboard new clients.
- Automated daily client reports, resulting in time savings of 20+ hours a month.
- Co-managed the company's product unit, including leading user interviews and requirements gathering workshops, drafting product documentation, analyzing software bug reports, and organizing user acceptance testing.
- Wrote technical specifications and documentation for new application features and bug fixes that were approved and developed by the technical team.

ABSOLUTE SOFTWARE

Feb – Oct 2014 (8 months)

IT Project Manager & Business Analyst

SOCIAL



facebook.com/kkenny.li
ca.linkedin.com/in/kcl20

SKILLS

Software Tools & Platforms:

Salesforce, Slack, Fluxx, Grants Management Systems, Project Management Tools (Trello, Basecamp), Google Apps for Work, Open Refine, Adobe Create Suite, Microsoft Office 365 (including Access and Sharepoint), Cloud Storage (Box, Dropbox, Drive), SAP, Pivotal Tracker, JIRA, Basecamp.

Languages Proficient: Python, Liquid Code and HTML.

Methodologies: Scrum and Agile

- Led a team of seven developers, testers and business analysts using Agile software development methodology in coordination with offshore teams.
- Scoped and implemented various technology solutions to support business initiatives, including implementing analytics using Google Tag Manager, Exact Target email marketing campaigns, and in-house data reporting and mining services using SQL Server Reporting Services (SSRS).

TELUS CORP.

Sept 2012 – Apr 2013 (8 months)

IT Project Management Coordinator

- Managed the end-to-end implementation of a portfolio of system enhancements with a combined budget of \$2m to target improved first-pass yield and operational efficiency.
- Delivered 39 software bug fixes generating estimated savings of \$270k from increased order first pass rate (+5% to 91%), and \$500k in operational savings.
- Maintained tight controls on combined project budget. Tracked expenses within +/- 15% variance, and modeled \$750k of forecasted spend.
- Strong interpersonal and client skills from collaborating with business analysts, QA testers and developers. Maintained excellent working relationships and received a personal score of 99% in year-end partner satisfaction.

BLACKBERRY LTD

Jan – Sept 2011 (8 months)

Handheld Management & Tracking Associate

- Customized, deployed, and managed high-security R&D prototypes and pre-release devices for development groups around the world. Recognized by management as most productive and efficient team member.

VANCOUVER ORGANIZING COMMITTEE (VANOC)

Frontline Venue Media Center Technician

2010 Olympic Winter Games

- Provided friendly, patient and high quality technical support to media clients from around the world on behalf of VANOC as a front-line volunteer technician. Selected for having excellent client-facing skills and patience to troubleshoot technical issues for international press members at Olympic venues.

CITY OF COQUITLAM

2007 – 2013 (6 years)

Volunteer Technology Instructor & Web Developer

- Developed curriculum and hosted weekly drop-in technology classes at local senior center. Offered one-on-one consultation with local small business owners and non-profits on online marketing strategies. Scoped and built websites using content management systems and delivered training on website management.

CERTIFICATIONS

Emergency First Aid
CPR C & AED
CANSail 1 & 2

- Lauded by city staff for outstanding interpersonal and communication skills from working with clients, and for my flexibility working with different client needs and abilities.

EDUCATION

SIMON FRASER UNIVERSITY – Burnaby, BC

2008 – 2013

Bachelors of Business Administration: Honours with Distinction

CGPA: 3.90. President's Honour Roll

Scholarships: SFU Summit, Open Undergraduate, RIM