

CAREER SUMMARY

Project Manager and Process Development Specialist

IT Professional with over 20 years' experience working with multidisciplinary, cross-functional teams in startups, and large international companies. Over 15 years' management experience building, leading **10 global teams**. Significant experience in: Telecommunications, e-Commerce, Digital Media, Power Products, Utility, Semiconductor, Auctioning and Automotive sectors. Areas of expertise: Project management, quality assurance, quality control, process development, product testing, release management, auditing and improvement. Previous experience in programming, and technical support. Excellent planning and interpersonal communication, presentation and facilitation skills. Commitment to continuous improvement – possesses a strong passion in fostering a culture of teamwork. Highly-motivated, reliable, organized, goal-driven, and detail-oriented. Very effective communicator, with ability to quickly build rapport with various stakeholders.

CERTIFICATES / DESIGNATIONS

Certified Scrum Master	CSM – Scrum Alliance	CollabNet	– Vancouver, BC	Dec 2017
Certified Tester Foundation Level	CTFL – ISTQB		– Vancouver, BC	Nov 2016
Project Management Professional	PMP – PMI	Annex Group	– Vancouver, BC	Dec 2009

CORE COMPETENCIES

LEADERSHIP

- Experience providing direction and guidance to project team members to ensure successful delivery of projects (scope, timeline, budget, quality), compliant with company policy and project management best practices and methodologies.
- Held roles accountable for establishing team goals and objectives, setting up action plans, identifying and securing project/program resources (funding, resources, skills) and assigning, delegating project tasks to appropriate staff.
- Performance-focused leader who is skilled in coaching, mentoring, and arranging training to enhance skills and professional development for team members. Committed to improving team's and individuals' performance by removing obstacles, resolving conflicts, providing regular feedback and conducting performance reviews to help individual contributors achieve organizational and individual goals.

PROJECT PLANNING AND IMPLEMENTATION

- Demonstrated ability to collaborate and work effectively with various levels of management and cross-functional teams throughout the organization to gather project portfolio information (on project viability, business case, requirements, resource needs, technology, impact analysis, cost-benefit comparisons, risk assessment) for developing project/program plan (scope, deliverables, prioritized tasks, schedule/deadlines, cost estimate, resource allocation and constraints, risk migration options, contingency plan).
- Extensive experience coordinating project teams in the implementation and execution of project programs (including monitoring and control) to meet company strategic business objectives.

COMMUNICATION (INCLUDING REPORTING AND PRESENTATION TO STAFF, SENIOR MANAGEMENT)

- Proven ability to communicate, and develop effective relationships, with staff at all levels in the organization, vendors and clients; and work with people to achieve goals and deliver results
- **62 Recommendations on LinkedIn**
- Multi-lingual (5 languages – Fluent in English, French, Cantonese, some Mandarin, and Spanish).
- Effectively developed reports with project metrics for distribution (and/or presentation) to senior management, executives and other stakeholders communicating key project deliverables, milestones and progress status.
- Strong ability to communicate complex information to technical and non-technical audience.

PROJECT REVIEW, PROCESS IMPROVEMENT, CHANGE MANAGEMENT

- Effectively identified, managed risks, dependencies and changes, and resolving project/program issues.
- Acted as escalation point to address project issues, identified appropriate response mechanism options, and communicated with stakeholders, sponsors and affected parties on recommendations and negotiated resolutions.
- Facilitated project review sessions, documented lessons learned and potential improvement opportunities.
- Developed SDLC processes, prepared documentation, arranged training, worked with departmental managers.
- Recognized as change agent and quality advocate, promoting and managing implementation of improvements within organizations, increasing efficiency and reducing costs.

KEY ACCOMPLISHMENTS

- Led over ten global QA testing teams with up to 16 testers working in local and remote locations.
- Planned and conducted over 100 successful product launches, upgrade releases and beta field trials in 15 companies, resulted in low field problem rates, low post-installation costs, faster time to market, via usage of effective quality practices in entire product lifecycle.
- Achieved five years ‘zero-system-failure’ record for hub-desktop (client-server) digital media distribution system.
- Successfully led teams in integration projects:
 - [DCI-DG Systems] Led 2 test teams (Vancouver and San Francisco) in verifying integration of two highly-complex networks – DG Systems and Digital Courier International – comprising 30+ applications, with customer base of 7500 radio stations, 770 TV stations. The combined network became the largest provider of digital distribution services to the broadcasting industry in North America.
 - [BC Hydro] Led team in verifying ERP software (SAP integration project) for retiring legacy software
- Reduced beta period by 50% in Triant Technologies, which led to significant cost savings, rapid production releases.
- Successfully helped 2 companies to obtain industry standard certifications (ISO 9001:2000/TS16949 and TL9000)
- Introduced 6 company-wide quality/product lifecycle processes/programs.

TECHNICAL SKILLS

Microsoft Office Suite	Project, Word, Excel, Visio, PowerPoint
OS, Network Protocols	OS Platforms: Windows, Unix, Linux; Network Protocols: TCP/IP, LAN, WAN, ATM, ISDN
SW Methodologies	Structured (Waterfall) & Iterative Development (Agile, Scrum, Extreme Programming, RUP)
Tools	Automated tests (Selenium, MSTest, SilkTest). Configuration Management (CVS). Issue and Defect Tracking Test Management (Jira, HP QC – Quality Centre, TestTrackPro, PVCS Tracker, Remedy, TestLog, Redmine). Content Management (MS SharePoint)
Software Technologies	C, C++, C#, HTML, XML, Java, Perl, Python, Ruby, PHP, Javascript, .NET, SQL, Windows SDK

PROFESSIONAL EXPERIENCE

RITCHIE BROTHERS AUCTIONEERS (Striven Consulting) – Vancouver, BC

Aug 2018 – Oct 2018

Senior QA Analyst [Contract]

Conducted web-site application testing. Reported to Project Managers.

- Executed functional testing and defect fixes verification for web applications:
 - Caterpillar website (Client) – new version for buying and selling used heavy equipment, trucks, other assets
 - ServiceNow website (Internal) – ITSM system for service requests raised by departmental staff
 - IronPlanet website – access to auctioning application
- Planned and carried out localization testing of client websites (for 12 different languages).

INTRINSYC TECHNOLOGIES – Vancouver, BC
Senior Project Manager, Engineering

Feb 2018 – Apr 2018

Managed four projects related to IoT (Internet of Things) embedded SoM (System on Module) products involving hardware, firmware, software. Two of the projects were Time and Material (T&M) contracts; two were of internal product development nature (Qualcomm Snapdragon platform-based SoM – Development Kits) . Reported to Program Manager.

- Created detailed project plans using Microsoft Project; and tracked project issues in Redmine.
- Prepared budget files and monthly invoice requests to clients.
- Interacted with account managers and clients on new work to be included in project extension; and prepared Statement of Work (SOW)-related document.
- Monitored project progress in project status tracking charts and prepared reports for management.
- Tracked revenue and staff effort in Microsoft xls with figures for current period and estimates for next periods.
- Set up requirement traceability matrices and monitored project requirements coverage.
- Provided regular effort updates (remaining budget amount and hours) and project status progress in weekly status reports to clients.

TELUS (ERICSSON) – Burnaby, BC

2010 – 2017

Project Lead (Testing) | Sr. QA Analyst

Managed project team of 5 staff (in Vancouver and Bangalore) to verify system and applications for Telus clients. Coordinated testing activities for two test teams in agile and waterfall methodology projects. Participated in GONET, GCNET Projects with applications in: System oriented network analysis and reports, ITSM-CMDB (Incident Management, Asset Management, Change Management, Release Management modules), billing, SaaS. Reported to Program Director.

- Planned testing projects. Prepared test strategy, test plan, test cases, test scripts, test metrics reports.
- Planned, coordinated and conducted functional, regression, integration, localization (French) testing and data migration testing. Executed tests (manual and automated) to verify features and defect fixes for software applications and, interacted with vendor (BMC).
- Provided guidance to team in test automation.
- Received E-Star recognitions for 'Professionalism and Perseverance'.

THIRDI SOFTWARE – Vancouver, BC

2009 & 2010

Director (QA Testing Projects) | Manager (Software QA and Testing Projects)

Managed projects for releases to customers (for medical, online donation, resort reservation system, financial and clothing applications). Introduced software quality assurance processes and best practices. Reported to Company Owner.

- Planned, coordinated and executed testing and product release activities.
- Prepared quality management system manual.
- Conducted quality inspections of project deliverables in product lifecycle, including technical specification reviews.
- Verified features and defect fixes for internal and customer websites.
- Made recommendation to Management on existing processes.

BC HYDRO – Burnaby, BC
Project Lead (Testing) [Contract]

2010

Managed team of over ten testers (core staff, SMEs and implementation consultants) for a phase of an enterprise system project (SAP). Reported to Technical Project Manager.

- Planned, coordinated and managed all testing activities for Wave 1 of Project and Portfolio Management Project, involving integration of ERP software (SAP-PS, PeopleSoft, Oracle) with MS Project, Primavera for retirement of legacy software.
- Scheduled and managed staff preparation and execution of test scripts for functional, component, end-to-end and security testing. Coordinated activities on collection of performance metrics.
- Prepared regular project status reports for various test load streams, presided in triage meetings, diagnosed, resolved / escalated project issues; and provided recommendations on deployment mechanisms and options.

SONIC ENCLOSURES – Delta, BC
Quality Engineer [Contract]

2009 & 2010

Made recommendations to senior management on company-wide processes. Reported to VP.

- Introduced process and prepared documentation on: project planning, design, procurement, QA, system testing, production release, information storage and management, documentation and change control, communications, vendor and sub-contractors, auditors.

DELTA-Q TECHNOLOGIES – Burnaby, BC
Process Improvement Specialist [Contract]

2008

Made recommendations to improve Quality Management System. Reported to Quality Manager.

- Developed five new processes (Problem Resolution, Change Management, Sustaining Product Development, Manufacturing Planning, and Configuration Control) for company-wide usage.

ALPHA TECHNOLOGIES – Burnaby, BC
Project Manager [Contract]

2007

Managed 12 concurrent projects (with team of 16 staff) for releases (of renewable energy powering solutions, battery-backup power systems, power enclosures and cabinets) to customers. Reported to Engineering Director.

- Prepared project charters, project schedules using Microsoft Project. Determined budgets, monitored expenses of projects on an ongoing basis. Advised Management on project risks from competing project priorities and resource constraints on deployment. Made recommendations on risk mitigation and contingency arrangements.
- Developed processes for a Product Lifecycle Management Program linking all functional departments together which Management implemented on a company-wide basis. Provided recommendations on quality initiatives (which were later implemented) on creation and management of a QA and Testing department, lab setup, best QA test design practices, testing methodologies and defect tracking.

SMARTIRE SYSTEMS – Richmond, BC

2004 – 2006

Director (Testing and Quality Control Projects)

Managed all project activities (testing and deployment) for releasing of tire pressure and temperature monitoring devices (sensors, wireless gateway receivers, displays, hand tools) and systems to clients in commercial transportation, recreational vehicles and industry vehicle industries; and introduced process for company's subsequent successful certification to industry standard. Reported to President and CEO.

- Directed team of 3 staff (1 Test Manager, 2 Test Engineers) in 10+ projects for verification of software and hardware components and systems, ensuring that all products met or exceeded marketing and engineering quality requirements. Developed and maintained test plans, overall testing policy, strategy, roadmap; coordinated staff and equipment resources procurement ; interacted with third-party vendors on various testing activities.
- Prepared high-quality project plans, coordinated all product releases and tracked progress. Presented regular status reports to Executive Management. Mentored staff on effective project management practices.
- Developed company-wide Product Management Process for use as framework for Automotive Industry Standard Certification. Provided quality training programs. As Internal Auditor, conducted numerous conformance audits and provided support (identified positive findings, non-conformance and opportunities for improvement). Result: Enabled its embedded products to be certified to ISO 9001:2000/TS16949 Standards.

TRIANTECHNOLOGIES – Vancouver, BC

Manager, Product Verification and Support Group

2003 – 2004

ALCATEL CANADA – Burnaby, BC

Manager, ATM Test Development

2001 – 2002

DCI/DG SYSTEMS – Burnaby, BC

1995 – 2001

• DG SYSTEMS

Manager, Product Testing and Quality Assurance

1998 – 2001

• DIGITAL COURIER INTL

Manager, QA Testing | Technical Support Specialist

1995 – 1998

MPR TELTECH – Burnaby, BC

Software Design Engineer

1991 – 1995

HEWLETT-PACKARD – Edmonton, AB

Software Design Engineer

1989 – 1990

EDUCATION

MBA (Marketing, Management Information Systems, HR Management), University of British Columbia – Vancouver, BC
Master of Applied Science (Electrical Engineering), University of British Columbia – Vancouver, BC
Bachelor of Applied Science (Dean's List), University of New Brunswick – Fredericton, NB
French Immersion Program (Superior II Level), Laval University – Ste. Foy, QC

PROFESSIONAL DEVELOPMENT

Courses in Project Management, QA Testing, Programming:

Project Management, Agile Development

Agile and Scrum Methodology	Ericsson, CollabNet	– Vancouver, BC	2016 – 2017
Various Project Management Courses	Vancouver School Board, VCC, PMI	– Vancouver, BC	1996 – 2017

Auditor Training

Ford Specific Requirements for ISO / TS 16949:2002	SmarTire Systems	– Richmond, BC	2006
---	------------------	----------------	------

ISO 14001:2004 EMS (Environmental) Essentials & Internal Auditor Training	QMI	– Richmond, BC	2005
--	-----	----------------	------

ISO 9001:2000 Internal Quality Auditor Training (ISO/TS16949 Automotive Emphasis)	Plexus Corporation	– Detroit, MI	2004
--	--------------------	---------------	------

Software QA and Testing

Test Management	Software Quality Engineering	– Vancouver, BC	1999
Regression Testing	Software Productivity Centre	– Vancouver, BC	1999
Software Configuration Management	Software Productivity Centre	– Vancouver, BC	1999
Software Quality Assurance	Open Learning Agency	– Vancouver, BC	1996
System Testing and QA Techniques	Advanced Information Technologies	– Richmond, BC	1996
Software Testing and Validation	Learning Tree International	– Washington, DC	1994

Programming

Advanced Windows Programming	Microsoft University	– Seattle, WA	1991
-------------------------------------	----------------------	---------------	------