

## **Experience Summary**

Extensive experience in program management, product management, and development process management in a leading edge technology environment. Concentration in the implementation and improvement of product development processes in high technology. Currently innovating and consulting in the application of electronic processes to facilitate meetings and business processes.

## **Personal Profile**

- Expert in methods to manage meetings, processes and program/project decisions;
- Broad experienced in business system management roles;
- Expertise in technical and managerial aspects of software product development lifecycle (e.g. objectives, planning, risk management, specifications, development, verification, delivery, deployment, support, evolution, documentation, financial management and reporting);
- Excellent in managing and delivering complex programs, processes, and documentation on time with excellent quality;
- Experienced in implementing ISO 9001 and various quality initiatives;
- Fluent English communication in all media;
- Communicates effectively with both technical and non-technical personnel;
- Team oriented – open collaborative working style;
- Excellent interpersonal skills as a team member, team leader, and supervisor;
- Innovative and objective problem solving skills;
- Responsive and adaptable to changing circumstances;
- Excellent focus on customer and deliverables;
- Works well under pressure, dependable, maintains positive attitudes.

## **Employment History**

### **Meeting Excellence**

#### **President & Owner**

2002-present

Meeting facilitation services consulting. The customized application of electronic processes to facilitate clients' varied meeting and decision process requirements is a noteworthy distinction from other suppliers of facilitation services. This enterprise is collaboratively marketed and associated with [MeetingSuccess.ca](http://MeetingSuccess.ca).

### **Nortel Networks**

#### **Business Management System Development & Assurance**

1998-2000

Within the Carrier Solutions Technology group in Ottawa, an organization that encompassed approximately 1600 product developers and support personnel –

- Researched, analyzed and planned upcoming implementation of a new quality standard for the telecommunication industry (TL 9000);
- Implemented internal and external quality audit program associated with ISO 9001 registration. Reduced audit effort within the organization by 75%. Team was nominated for an excellence award.
- Developed and deployed improvements and simplifications to the business management system.

## **Northern Telecom**

### **Software Process Engineer**

1997-1998

Within the Public Carrier Networks group, an organization that encompassed approximately 2000 software developers and support personnel –

- Team lead for key initiatives in software development process and quality improvements;
- Achieved productivity improvements leading to cost savings in excess of one million dollars per year;
- Initiated and developed a new suite of documentation standards and templates for use by all product development stakeholders and customers. Successfully deployed world wide without reported defects;
- Established baseline prerequisites for migrating the DMS development environment to new technologies;
- Demonstrated initiative, commitment, project management, change management, multi-site and multi-disciplinary teamwork;
- Included early Y2K readiness initiatives.

### **Product Management Process Evolution Prime**

1996-1997

Responsible for evolving product management and development processes that were successfully deployed throughout Nortel's switching products divisions –

- Led a multi-site and multi-disciplinary team that evolved high level design and documentation processes;
- Developed and deployed the Unified Development Release processes for content management. This initiative measurably improved capability maturity, and greatly reduced the ongoing program management costs.
- Implemented process and toolset changes that enabled iterative development cycles within software release cycles, while reducing cross-impact risks between separate development projects. This reduced the time to market and improved product quality.

### **Platform Development Release Management Process Specialist**

1993-1995

- Established release management processes and tracking tools for new product development programs.
- Directed several initiatives in the implementation and improvement of product management processes and tools, such as program control databases and reporting tools.

## **Bell Northern Research**

1974-1993

Held various program/project management roles within the switching systems development organizations. Key accomplishments focused on: managing program release content and development progress, developing and implementing associated processes, release documentation, metrics, databases and reporting tools. Responsible prime for implementation of several development process change initiatives.

## **Education and Professional Development**

Business Administration, Honours Management, Algonquin College - 1974  
Management Transition – 1982  
Leadership & communication skills – various  
Project Management – various  
Problem solving & decision making – various  
UNIX – various  
C programming – various  
Pascal Programming – 1981  
Telecommunications technologies – various  
ISO 9001 & Process Improvement  
Software Quality Assurance  
Business Management Assessment (Baldrige)  
Meetingworks Advanced Training

## **Software & Applications**

Meetingworks (meeting and decision support software suite)  
Collaborate 101 (web based groupware for editing outlines or conducting surveys)  
Microsoft Office suite  
Databases: GERM (Nortel in house proprietary), Filemaker PRO  
Adobe: FrameMaker+SGML, Acrobat  
CP/CMS (batch, EXEC, REXX, Script)  
PLS (Nortel's Program Library System)  
Remedy (ProSTAR)  
HTML & site management, (NetObjects Fusion, FrontPage)  
Unix: C, shell script, PERL  
Intuit QuickBooks  
Pascal  
Lotus Notes

## **Hardware Environments**

IBM mainframes  
SUN workstations  
Hewlett Packard 9000 series UNIX workstations  
IBM PC  
Apple Macintosh

## **Personal**

I apply leadership, policy, program and teaching skills in the volunteer community.  
Over the years I have held positions in:

- Ottawa YM-YWCA Board of Directors
- Ottawa Y Canoe-Camping Club (executive, leader, instructor)
- Ottawa Valley Golden Retriever Club executive
- National Capital Coalition for People and Dogs (co-founder & co-chair)
- Ontario Recreational Canoe Association (lake water & white water instructor)
- Christian Service Brigade (Youth leadership)
- Project 4000 Refugee group executive
- Canadian Ski Patrol