

## Summary

*I'm an enthusiastic, people-focused, results-oriented software engineering project manager, with past software development, product management, and startup experience. I'm passionate about planning and executing projects, driving positive organizational change, and organizing, leading, and motivating teams to efficiently bring new products to market.*

## Career Experience

### Technical Project Manager

TELMEDIQ, Victoria BC, Canada

Sept. 2017  
to present

- Responsible for leading as many as five to eight simultaneous projects to implement, integrate, and deploy the Telmediq Healthcare Hub SaaS solution at hospitals and healthcare systems across the US
- Prepared detailed Statements of Work, Work Breakdown Structures, detailed project plans and project schedules, estimates, and resourcing plans
- Managed cross-functional project teams in a matrix organization
- Negotiated timeframes and milestones to accommodate customer requirements
- Coordinated all activities and deliverables to ensure a smooth deployment and rollout
- Developed Change Enablement strategies, plans, schedules, and communications deliverables for each project and coordinated execution to drive awareness, adoption, and sustained use of Telmediq's solution amongst the customer's user base
- Facilitated weekly meetings with customers to drive projects forward
- Fostered and nurtured positive working relationships with customer stakeholders and executives and with internal functional managers and staff
- Coordinated software integrations and hardware procurements with third-party suppliers
- Performed root-cause analysis on system/process issues and recommended process/tooling changes to increase quality and robustness to prevent future occurrences of critical events
- Traveled to customer sites across the US to plan and oversee rollouts; delivered training sessions, assisted users one-on-one, and delivered presentations to customer executives
- Coordinated on-site visits by Telmediq staff; prepared checklists to prepare for rollouts; mentored and coached staff before and during on-site activities
- Tracked risks and software issues; wrote detailed tickets to report bugs and to elucidate requirements for product enhancements; negotiated with the Development and Product Management teams to escalate, prioritize, and schedule these in the product roadmap
- Monitored and reported project status, issues, and risks to internal and external stakeholders
- Contributed to efforts to standardize and professionalize project management practices; created checklists, templates, guidelines, and sample deliverables
- Continuously prioritized and triaged issues and tasks to drive maximum impact under sometimes extreme resource constraints
- Continually worked to build a positive culture and team atmosphere to help inspire staff to deliver excellent results while working under limited resources and tight timeframes
- Developed tool and guidelines for estimating costs and resource requirements for new projects

## Consultant, Change Enablement (MBA internship)

AVANADE, Utrecht, the Netherlands

- Interviewed stakeholders and analyzed internal dynamics, the market, and metrics
- Presented recommendations, including a Change Management project plan and communications strategy, for growing the Avanade Netherlands consulting practice

April 2017  
– June 2017

## Software Engineering Manager

CONTROLLER SERIES SOFTWARE (MAINFRAME ASSOCIATES LTD.), Victoria BC, Canada

- Managed the Software Engineering department (four developers and one QA specialist)
- Created and maintained product roadmaps, release schedules, project plans, and a prioritized backlog for the ongoing development of the Marina Controller product
- Oversaw a technically complex, long-running project to transition Marina Controller from a backend legacy system integration (proprietary THEOS OS and database) to a full Windows/C#/Postgres architecture; successfully migrated existing customers
- Developed detailed project plans and specs for migrating the Building Supply Controller product and customers from THEOS to a full Windows implementation
- Designed, specified, prioritized, and scheduled feature enhancements and bugfixes; wrote specifications and designed UI mockups for various programs and features
- Became very involved in the day-to-day scheduling and controlling of development, testing, and deliveries to ensure deadlines and quality standards were met
- Worked with customers on requirements gathering, support cases, and releases
- Credited with improving customer satisfaction, by being personally involved in training and problem resolution, and by improving internal processes and coaching staff to ensure prompt responses and more professional communication
- Process improvement and modernization initiatives:
  - Formalized processes and standards in handbooks, checklists, and templates
  - Planned and managed rollout of JIRA to replace legacy in-house ticket and bug systems
  - Established and populated a wiki (Confluence) for knowledge management and test cases
  - Conceptualized, designed, planned, and oversaw the introduction of build automation, continuous integration, database schema management, structured release processes and versioning, regression testing, unit testing, and test automation

August 2014  
– August 2016

## Product Designer and Senior Software Engineer

COVERITY, Calgary AB, Canada

- As UX designer for Coverity's desktop product line, analyzed requirements, designed UI wireframes and interaction concepts, and wrote detailed functional and technical specifications for a radical redesign of Coverity's developer tools and IDE plugins
- Implemented and tested product enhancements using Java and Eclipse RCP framework
- Produced detailed estimates and plans; involved in hiring process for developers
- On own initiative, wrote proposal for novel knowledge/requirements management product

October 2012  
– July 2014

## Founder

WINCHELSEA SYSTEMS LTD., Victoria BC, Canada

- Conceptualized, planned, designed, created, launched, and marketed the *ChapterLab* word processing app; built website (with payment processing), wrote marketing copy, and created product demo/tutorial videos
- Wrote and published the book *Designing Usable Apps* in print and e-book formats
- Consulting engagements (e.g., technology modernization strategy for Mainframe Associates)
- Performed bookkeeping; successfully applied for and earned SR&ED tax credits

March 2011  
– Sept. 2012

## Product Lead

JEA PENSION SYSTEM SOLUTIONS, Victoria BC, Canada

- Responsible for the requirements analysis, redesign, and rearchitecture of pension member portal product *PenWeb*
- Constructed detailed initial project plan and estimates for project team of four; won approval for an iterative, agile approach
- Wrote functional and technical architecture specs; designed UI and use cases/interactions
- As lead developer, was involved in project planning/scheduling and application architecture design for a new Java/J2EE web-based version of JEA's *Penfax* product
- Built the first prototype of new *Penfax* product using Java, HTML/CSS, and Oracle ADF
- Involved in hiring process for new developers; trained and mentored new staff
- Proposed and championed ten key process improvement opportunities: build automation, continuous integration, DB change management, etc.
- Introduced test automation; delivered training on OOP, UML, Eclipse, Agile
- Recorded, narrated, and video-edited product demo videos used in a winning bid

May 2008  
- Feb. 2011

## Software Engineer, Senior Software Engineer, Business Analyst

CAPGEMINI SD&M AG, Munich, Germany

- Implemented content management and pension administration software using Java and Oracle (SQL and PL/SQL)
- Gathered, analyzed, documented, and validated requirements with clients
- Wrote functional specifications and use cases; designed core data models
- Designed interaction concept and UI mockups for *HotStories Editor* CMS system
- Developed content management and pension administration software (Java, Oracle, Eclipse RCP); performed customer support, testing, release management
- Coordinated implementation of modules by offshore team
- As **Team Lead** for a 3-month, 2-person pension data conversion/reconstruction project, created project plan and estimates, wrote functional and technical specifications, and supervised a junior developer; successfully completed project on schedule
- **Quality Management Representative** for ISO 9001

October 2002  
- April 2008

## Praktikant (Intern)

CAPGEMINI SD&M AG, Düsseldorf and Munich, Germany

- Java and PL/SQL development for a telecom app framework and data conversion

May 2001  
- Dec. 2001

## Programmer

MAINFRAME ASSOCIATES LTD., Nanaimo BC, Canada

- Structured BASIC and C development and testing of POS/accounting software

Sept. 1999  
- August 2000

## Instructor (contract)

UWI.COM / PUREEDGE, Victoria BC, Canada

- Taught a short course on C programming (10 one-hour lectures) to group of company staff
- Developed extensive accompanying written tutorial material and exercises

June 1998  
- August 1998

## Education and Certifications

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- **MBA** August 2017  
UNIVERSITY OF AMSTERDAM, Amsterdam, The Netherlands
- **MSc Software Development, with distinction** March 2011  
THE OPEN UNIVERSITY, Milton Keynes, UK
- **BSc Computer Science, with distinction** August 2002  
UNIVERSITY OF VICTORIA, Victoria BC, Canada
- **Project Management Professional (PMP)** March 2019

## Portfolio of Successfully Launched Products

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- Book: **Designing Usable Apps: An agile approach to User Experience design** (ISBN 978-0-9869109-0-6) [www.designingusableapps.com](http://www.designingusableapps.com)
- **ChapterLab**, a niche word processing and project management app (Mac and Windows) for book authors and technical writers [www.chapterlab.com](http://www.chapterlab.com)

## Skills

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- **Project mgmt. tools** JIRA, JIRA Agile and Confluence (including setup and administration); Microsoft Project; Pivotal Tracker; Scitor PS8; Excel
- **Requirements techniques** UML, E-R modeling, business process modelling, personas, use cases, user stories, wireframing, formal and semi-formal specifications
- **Languages** English (native), German (fluent), Dutch (reading knowledge)