Objective

Contribute to the expansion of a first class dynamic organization where my experience and my leadership will be used wisely to exceed the business objectives, complete complex projects or ensure that IT operations be efficient and effective.

Profile

Major projects or program manager in IT infrastructure or operations, completely bilingual and having proved my skills in many industry sectors and in multiple business and IT management contexts (outsourced or not, dedicated or operations-provided resources, consultants or permanents, etc.).

Dynamic entrepreneur, I commit myself to achieving results and continuous improvement is at the center of my approach. Excellent communicator, I know how to rally resources with whom I work, as well as my superiors, around common goals.

Experience

ITSM EXPERT, « PERFORM » PROJECT - INTACT ASSURANCES; MONTRÉAL – 2014-08 - TODAY

After having spent more than six (6) months improving many of the operational processus and lots of internal selling, the ITSM team has finally been able to justify a transformation program that will span until the end of 2015.

This program aims firstly at clarifying roles and responsibilities, making processes more efficient, simplifying the management tools but mostly implementing the accountability notion within the organization through the implementation of a stronger and better defined governance.

ITSM SENIOR CONSULTANT - INTACT ASSURANCES; MONTRÉAL – 2013-12 - 2014-07

In a context where important structural changes are considered to improve Intact's efficiency, operational support and development teams had to improve their behaviour in relation to their problems, incidents and changes management.

Furthermore, the projects delivery methods had to be reviewed so that new services integration could be supported by operational teams (infrastructure or development) along better defined requirements.

« CONSO » PROJECT MANAGER, GROUPE TECHNOLOGIQUE DESJARDINS; MONTRÉAL – 2013-02 - 2013-10

One of the final steps of the transformation program, following the criteria that were established at GTD creation, Desjardins has requested an external partner (CGI) to migrate approximately 3 000 servers in the 2 standard datacenters. The servers, located in 17 other rooms in Quebec and Ontario, had to be migrated by CGI specialists while minimizing the Desjardins operations teams' efforts.

In this delivery model, CGI had to act as « maître d'oeuvre » and the Desjardins project team had to ensure that migrations were executed while respecting GTD's quality and technological standards.

SERVICE DELIVERY MANAGER (FOR DESJARDINS), IBM; MONTRÉAL – 2011-03 - 2013-01

Following the Desjardins Transformation Program (transition of services from CGI to IBM), I managed the operational processes elaboration (changes, incidents, problems and service requests management) and the establishment of management control points between IBM and Desjardins. I also actively participated in managing all of the service requests from Desjardins to IBM and defined the projects qualification baseline.

I acted as coach for many IBM project managers when it came to respond to Desjardins' needs and managed their complaints, if appropriate, with the competent authorities at IBM.

In a second stage, I had to manage the operational changes and interface with the different projects so that Desjardins' production environments were not put at risk. Within a staff-limited team, we had to ensure that the constantly increasing volume of changes for Desjardins' environment be delivered in time and be documented correctly. When the latter caused impacts, I managed the issues with the Desjardins and IBM teams.

« HIPPO » PROJECT DIRECTOR, BANQUE LAURENTIENNE DU CANADA; MONTRÉAL – 2012-04 - 2012-07

In a context of contractual renegotiations with the Bank's main IT infrastructure services outsourcers, my role was to ensure projects respected the established processes and that they took the responsibility to deliver documented infrastructures to the operations teams, as it should be and bustled to meet the Bank's service levels.

« MAINFRAME » TRANSITION COORDINATOR, DESJARDINS; MONTRÉAL – 2010-08 - 2011-03

In the context of the Desjardins Transformation Program whose objective was, among others, to transition the infrastructures from CGI to IBM, I was temporarily responsible for the quality-assurance stage (including business continuity and disaster recovery) for all of the Program's projects.

I was then requested to take charge of the detailed planning (and the coordination) of the 13 Desjardins z/OS instances cut-overs. This high-risk transition of critical environments was completed without any impact in under six (6) months.

BUSINESS CONTINUITY / DISASTER RECOVERY CONSULTANT, DESJARDINS; MONTRÉAL – 2010-02 - 2010-07

My role consisted in safeguarding the business continuity and IT recovery commitments for the Mouvement Desjardins' entities. In the Mouvement's reorganization context, it was essential to bind to the business units that were independent until then to integrate their business continuity (BCP) and IT recovery (ITRP) plans within those from the former FCDQ (Fédération des Caisses Desjardins du Québec).

DIRECTOR OF OPERATIONS, DBSOFT; MONTRÉAL – 2009-04 - 2010-02

Within this small business, I had to ensure DBAs and developers employed by DBSoft kept busy with our customers' environments management in priority. DBSoft having developed a product that monitored its customers' MSSQL and Oracle database environments, resources had to maintain and upgrade this tool. I had no budget under my responsibility (sole owner).

SENIOR MANAGER - IT OPERATIONS, DOMTAR; MONTRÉAL – 2006-12 - 2009-01

Domtar had recently signed an agreement by which the Weyerhaeuser fine papers division was repatriated within a new Domtar. The IT managers in place participated in the planning of initiatives to come and did not have enough cycles to properly manage their teams. I was called in to replace one of them.

Soon after, another manager having left the company, I was asked to take over his responsibilities in addition to those I already had. I had the mandate to ensure that IT operations be preserved during the major fusion of computer operations with the fine papers portion of Weyerhaeuser (18 months).

During this period, I supervised many projects :

• Replacement of high-volume printers (with Xerox);
• Implementation of the ITSM Remedy suite in replacement of the Magic ticketing tool (with KoanIT);
• Deployment of the new Avaya IP telephony (with Bell);
• Transformation of the processes from ITILv2 to ITILv3 (with Nexio).

DIRECTOR TECHNOLOGIES, CANOË (QUEBECOR MEDIA); MONTRÉAL – 2006-03 - 2006-12

In a context where Quebecor aimed at consolidating all of its services (convergence), I was asked to manage the Infrastructures team and to bridge with the Development team. Rapidly, a reorganization was undergoing and was aimed at converging IT furthermore.

SENIOR CONSULTANT & EXECUTIVE CONSULTANT, CGI; MONTRÉAL – 2003-02 - 2006-03

I was hired to manage the transition of the largest SAP infrastructure in North America from EDS installations in Ottawa towards these of CGI in Montréal. The full set of services was transitioned while respecting budget and timeline without causing any impact.

After having obtained the infrastructure and services evolution outsourcing agreement for the Direction des Registres et Certificats (Ministère de la Justice du Québec), I was asked to put an infrastructure management team in place that would ensure the RDPRM operations in collaboration with the development team.

Next, I was called in by the multi-customer team where I have had the opportunity to contribute to an initiative aiming at defining operations costs linked to centralized storage infrastructures and UNIX environments. During the same period, I have prepared an RFI (Request for Information) whose goal was to replace the multi-customer storage infrastructure.

I was then called back in the project management office team so that I could help the project team in the John Hancock services transition.

DIRECTOR - BUSINESS CONTINUITY CONSULTING PRACTICE, NEXXLINK; MONTRÉAL – 2001-09 - 2003-02

Nexxlink (subsequently acquired by Bell - Business Solutions) was a hardware reseller for a long time and my objective was to complete the consulting services offer that Nexxlink already had with their existing customer base.

« AIRINTEG » PROJECTS MANAGER, ISM (IBM GLOBAL SERVICES); MONTRÉAL – 2000-06 - 2001-09

My role in this program was to migrate telecommunication infrastructures and services for all the general sales agencies (GSAs) and the Canadian Airlines terminals distributed around the world (everywhere but in Canada or the United States) towards Air Canada infrastructures. I also was involved temporarily in some transitions and moves (PeopleSoft + Sunlife Building).

TEAM LEAD, 3-SOFT; BROSSARD – 1997-05 - 2000-03

In the first fourteen (14) months, I have completed an MCSE certification. Because of my technical baggage covering many other technologies, I was often brought in integration projects. Nine (9) months before the technical services shutdown, I was asked to start a 3-SOFT branch office in Quebec City.

SYSTEMS INTEGRATION SPECIALIST, GE CAPITAL; ST-LAURENT – 1996-07 - 1997-05

Having a diversified technical knowledge (SunOS/Solaris, AIX, HP-UX, OSF/1, Novell NetWare 3.x/4.x, OS/2 2.x/3.x), I was called in to deploy technical solutions for multiple customers in time and material.

SYSTEMS ADMINISTRATOR, BANQUE DE MONTRÉAL; MONTRÉAL – 1994-08 - 1996-07

I was referred in this position by my former employer. I administered the Treasury systems located in the Banque de Montréal's head office. Rapidly, I could take more responsibilities in other fields of expertise – starting with UNIX (SunOS), I participated in the NDS implementation at the Bank and deployed an OS/2 infrastructure that was originally known as TeleBanking system.

SYSTEMS MANAGER, MONT NEWS PRINTING (2882701 CANADA INC.) – 1993-10 - 1994-08

The objective of this « project » was initially to build an all-new system that could print a newspaper electronically. I acted as architect, systems administrator and backup lead for the automated production control.

After six (6) months, we have learned that this company was none other than Quebecor, managed by Pierre Péladeau at the time.

AÉROPORTS DE MONTRÉAL; MONTRÉAL, MIRABEL & DORVAL – 1993-09 - 1993-10
LOGIBEC; ÎLE-DES-SOEURS – 1993-04 - 1993-07

Academics

CEGEP de Chicoutimi – Diplôme d'Études Collégiales in Computer Science, 1991

Université du Québec à Chicoutimi (1990) and École Polytechnique de Montréal (1990)
Computer Engineering Baccalaureate (not completed)

Certifications

ITIL Foundation 2011, 2014
Effective Business Management, 2007
PMBOK (self-training - not certified)

Distinctions

Best IT Manager, 2008
Best recruit, 2000
Employee of the year / President Club, 1999
Recruit of the year, 1997

Other activities

Responsible for the Guignolée sorting - Vallée du Richelieu, 2008 - 2012