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CAREER PROFILE

Driven PM Leadership that balances Business & Technology with Excellent Execution

A proven Senior Project Leader for EDI and Enterprise Systems offering over 20 plus years extensive continuous improvement experience with a wide range of large IT projects and superior account management to enable competitive differentiation. Superior project leadership for major corporations in the Pharmaceutical, Banking/Finance, Distribution, Manufacturing and further diverse industries. Possess the ability to manage corporate wide enterprise projects from concept to launch. A Leader that encourages staff to meet increasingly challenging outcomes by taking accountability. Select and allocate PM teams and proper resources projects. Consistently demonstrate exceptional abilities in the following areas:

- Project Manager that Develops Corporate Compliance Policies & Procedures, Proposals and Reports
- Collaborative Team Builder with Spirited Customer Focused Value
- Supply Chain Management, EDI/E-Business, GXS and Trusted Link
- Leader that Selects, Trains and Coaches for IT Staff Engagement, Retention & Performance Results
- Strong Communicator with Diverse Clients & Stakeholders
- Utilize PM Methodology, Use MS Office, MS Project, & MS Visio
- Application Service Provider, Software Management and Budgeting
- Consensus Builder Marrying Business with IT decisions
- Negotiate SLA's, Supplier Selections and Pricing

PROFESSIONAL HISTORY

Precision E-business Group (PEG), Burlington, ON

1990 - Present

Senior Project Manager and Managing Director

Provide services to North America clientele and nationally across Canada for the implementation of EDI projects. Achieve better communication and planning between business silos and IT functions and integrate the two views to create a common vision related to a customer satisfaction mindset. Facilitate cross-functional comprehension so that IT and business processes can be transparent and timelines can be better outlined, which greatly improve IT support. Team coordination with accountable team delivery with an interdepartmental planning, meeting and facilitation approach to maintaining positive, collaborative, cooperative relationships.

- **Ranked #1 of the 10 for overall value per dollar and ranked excellent on criteria** such as Quality, Deliverable Level, and Customer Focus as reported by an independent competitive comparison survey of 10 key competitors.
- **Average project leadership roles** were for projects between \$10,000 to \$100,000 and led segments of projects with overall value up to \$20M. Designed technical personnel training requirements for existing and future project issues.
- **Managed EDI/E-Business staff and contract professionals**, project managers, systems engineers, technical support specialists, business intelligence specialists and various programmer analysts with diverse languages and skill sets.
- **Implemented Helpdesk infrastructure**, IT CRM ticketing system for customer requests, and monitoring systems.
- **Successfully put together 2 SR&ED claims** (Government Research and Development claim) to recapture funds. Directed the building of a hosting environment. On one internal software project produced savings of \$32,000.
- **Branded and rebranded the web presence** so that now it is controlled where outside world meets this inside world. Designed and created much of the site personally, but sourced contractors to develop content and graphics.
- Aligned the web page with all marketing collateral to present a common powerful brand identity
- **Designed a project request test**, this is a change management process that gives visibility for the executives to see the ramifications for business users to request a change in process.

HISTORY OF PEG CONTRACTS – Page 2

Aquacut Foam	2013 - Present
<ul style="list-style-type: none"> • Manage, implement and manage EDI / E-Business hosting 	
Johnvince Foods	2011 - Present
<ul style="list-style-type: none"> • Application, process and needs analysis. Resolve trading partner relationship issues 	
Mabe Canada (See Highlighted Case on page 3)	2009 - 2013
GE Industrial Canada (Consumer Lighting)	2009 - Present
Manage E-Business trading partner relationships	
<ul style="list-style-type: none"> • A.C.T. Equipment (Toolmaker) 	2007 - Present
Procurity Pharmaceuticals	2006 - Present
EDI/E-Business project analysis and automation integration.	
Omron (Controls)	2004 - Present
Value Drug Mart (See Highlighted Case on page 3)	2004 - Present
Camco (See Highlighted Case on page 3)	2003 - 2009
Wrigley Canada	2002 – 2005
<ul style="list-style-type: none"> • SAP EDI implementation and integration. Project Manager for multiple IT projects. 	
Write/Maintain/Manage EDI / E-Business applications with management and trading partners.	
Grant Forest	2001 - 2002
JDEdwards dream writer creation of multiple financial reports to enable users to customize output.	
Lifesource Natural Foods	1988 - 2002
Maintained all applications and managed IT Software related Year 2000 conversion.	
Nestle Canada	1998 - 2001
<ul style="list-style-type: none"> • Project management of IT software related Year 2000 conversion and implementation. 	
Ciba Vision	1998 - 2000
<ul style="list-style-type: none"> • Integrated EDI technology into CA-PRMS. Provided EDI co-ordination. Shop Floor reporting 	
Oakville Hydro	1999 - 2000
<ul style="list-style-type: none"> • JDE Business analysis of process to interface PRIZM with JDEdwards World. • Designed, created and implemented for custom modifications with JDE interface. 	
Kerasotes Theatres	1999 - 2000
<ul style="list-style-type: none"> • JDEdwards World software customization, upgrades; managed JDE security/systems operations. 	
Intrupa Canada	1988 - 1998
<ul style="list-style-type: none"> • Maintained all applications and created a new client / supplier pricing structure. 	
Cadbury Chocolate Canada	1997
<ul style="list-style-type: none"> • Merged PRMS 8.1 and 8.4 upgrades/modifications; implemented Year 2000 processing. 	
Hunter Business Consultants	1992 - 1996
<ul style="list-style-type: none"> • Customization of Pansophic software for North American clients. 	
Ault Foods	1995
<ul style="list-style-type: none"> • Modified order billing to improve supply chain performance and added Year 2000 processing. 	
United Westburne Inc.	1993 - 1994
<ul style="list-style-type: none"> • Project Leader for companywide software migration from S/36 to Native AS/400 	
<ul style="list-style-type: none"> • JBA Software Canada 	1992
<ul style="list-style-type: none"> • Modify implement and train stakeholders regarding custom application modifications 	

CLIENT PORTFOLIO LIST

A.C.T. Equipment, AMG (logistics), Aquacut, ATS Logistics, Canroof Ciba Vision, Concord Transportation, Fuji Film, GE Capital, GE Industrial, Guidolin, Hunter Business Consultants, IKO Industries, Intrupa Canada, Johnvince Foods, Kerasotes Theaters, Konica Canada, Kuehne and Nagel, Lifesource, Medical Science Laboratories, Mabe Canada, Nestle Canada, Omron Canada, Procurity, RBC Insurance, Serca, Unilever Canada, United Pharmacists, Value Drug Mart, Westburne, Wrigley Canada

KEY PROJECT CASE HIGHLIGHTS – Page 3

VALUE DRUG MART (VDM) – Required quick EDI implementation

CHALLENGE: PEG's EDI transition team was to implement VDM's key business software programs and EDI infrastructure within 48 hours of contact. Required to quickly assess and reallocated human resources and other projects to accommodate this request.

ACHIEVEMENTS

- **Restored complete operational control in less than 2 weeks at VDM** and 25 trading partners with a more cost-effective VAN. The implementation allowed VDM to eliminate all annual maintenance costs for running their own EDI software package and AS/400 software and hardware costs with a definite cost/benefit favourable result.
- **PEG's VAN saved VDM approximately 40% in monthly fees** and allowed them to continue to grow EDI business.
- PEG in the end introduced VDM with a very cost-effective long-term EDI infrastructure/partner with more than enough disk storage space for operational needs. **Finally, PEG's outsourced services expanded the client's EDI capabilities to over 100 trading partners with 4,000+ transactions monthly.**

KEY PROJECT CASE HIGHLIGHTS

"CAMCO - A Large Appliance Company"

CHALLENGE: Implement and integrate EDI/E-Business service solutions to a custom Enterprise software package without possessing documentation, history information and very little internal support.

Defined the project scope and estimated the project based on the scope and goals and manage the project to completion.

ACHIEVEMENTS

- **Eliminated an orphaned unsupported software application** used for E-Business invoice processing.
- **Gain competitive advantages through lower cost solutions and enabled the future goal of supply chain visibility.**
- **Transitioned the company from their internal EDI system to an outsourced model for greater cost savings.**
- **Eliminated satellite applications functionality after replacing them with Hosted EDI,** resulting in zero downtime.
- **Eliminated \$54,000 in excessive trading partner fines by increasing EDI transaction compliance/meeting deadlines.** This was a \$30,000 project the company almost doubled their R.O.I. with this one improvement.
- **Integrated and streamlined EDI/E-Business process saving 2 days of processing time weekly.**
- **Increased customer satisfaction and account relationships significantly** by providing more interfaces and EDI/E-business transactions cost savings. This moved them from invoicing only to shipment orders and advanced systems orders as well to improve the trading partners perception of Camco as a progressive company.
- **Provided sales teams with documentation on cost savings to enable competitive advantages.** The sales teams were empowered through the new EDI enabled process to sell to larger retailers and to maintain large customers that would have eventually removed them from the supplier list if they were not EDI/E-Business transaction enabled.
- **Obtained new trading partners by the enablement of new EDI / E-Business transactions.**
- **Provide information for supply chain visibility for future performance tracking enhancements,** reducing overall supply chain costs for suppliers (i.e. carriers) by using PO to order shipping acknowledgement reference numbers.

MABE CANADA - Supply Chain Management – 2 Year Project

CHALLENGE: Mabe Canada (Division of Mabe Global Corporation, the Mexican Corporate Headquarters that manufactures GE's appliances, 2010). Implemented existing EDI/E-Business service solutions to the Baan LN Enterprise software package.

ACTIONS: Introduced BAAN software across the entire corporate network and Precision was procured for the corporate head office. Engaged by this client for data transformation from BAAN to translate database information for Integration of electronic invoices and purchase orders (12 variant transactions) into EDI format for partners. Managed 16 professionals between Precision staff and Mabe's staff alike with true supportive accountability for this 2-year project.

ACHIEVEMENTS

- **Attended both committee and team member meetings to provide Project Management experience and to act as a Customer Service Delivery presence.** Worked with internal team members and Baan consultants to compare existing EDI/E-Business processing to what is available in Baan LN.
- **Worked with the project team members to present to the steering committee the best course of action** based on detailed analysis of existing processed and potential functionality of the Baan software package.
- **Worked with the project team to create the project charter for the EDI/E-Business migration.**

- **Worked with the steering committee to create EDI/E-Business Project Plan Charter** and determine the best course of action for the EDI/E-Business application.
- **Established EDI/E-Business software standards** for Baan LN applications, custom apps and grandfathered apps.
- **Documented any application processes** that may be used in the post implementation to gain advancements.

KEY TESTIMONIAL – VALUE DRUG MART

Merilee Odegard, VDM Client Testimonials (her own descriptions):

“Even though there were problems with the project (initially due to external issues), PEG was totally dedicated to make it work... was totally committed to keeping the customer satisfied and went out of their way to keep the customer happy.”

History: Merilee Odegard has been a client for almost 7 years and referred to PEG from Wrigley Canada (VDM is a trading partner). When Wrigley was getting their training done – Value Drug Mart asked for PEG to do the training at their organization; it led to PEG doing more work. VDM currently has the most number of trading customers (approx. 45).

PROJECT MANAGEMENT LEADERSHIP SKILLS

LEADERSHIP: Inspire project teams with personal energy, and a clear project vision, as well as honesty and candor related to project successes/weaknesses, corrective actions and strategic problem resolutions. Exhibit true interest in employee ideas and conversations as a PM Leader. Act decisively on all issues. Delegate assignments, reveal trust and build a common vision for the team. Act as a role model for work ethic and composure in the face of challenges.

MANAGEMENT APPROACH: Engage and motivate staff by delegating duties for improved trust, loyalty, skill development and rapport by giving them room to use their own ideas. Manage project staff using a “checkpoint” workflow system that gave autonomy with accountability. Utilize an open door policy with a conversational cheerful style. Assess unique staff strengths to build on strengths. Improve projects suffering from scope creep and lateness. Mediate staff differences.

EDUCATION & PROFESSIONAL DEVELOPMENT

University of Waterloo, Waterloo, ON
 Sheridan, College (PMI courses), Oakville, ON
 Centennial College, Scarborough, ON

Supply Chain Fundamentals, Dist Logistics Mgmt.
PMP Designation
Computer Science Programming

Professional Development

- JD Edwards Technical Training
- IBM Partnership Training
- Personal Performance Centre
- Automated Training Systems
- Peregrine Trusted Link
- Maximizer CRM
- Lansa Summitech Lansa Case Tool
- Databorough X-Analysis Case Tool
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Languages EDI Tools and Hardware/Software and Applications Proficiencies:

- RPG, RPGII, RPG400, RPGLE,
- Trusted Link Gentrans EDI
- MS Office 2010, IE, Access
- COBOL, CLP, SQL, OCL, IFS
- JD Edwards World, CA-PRMS, SAP
- Business 400, Lansa, X-Analysis
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- Visio, Flow Chart, MS Project
- IBM 3X/400, iSeries Systems, PC's

Utilities:

- FDU, SDA, DFU, DFP, DBU, GFP, RLU, RDA, POP, Query, X-Analysis, Robot, Probe Abstract, Turnover

Applications/E-Business Experience:

- Order Billing, Distribution, Invoicing, Sales Analysis, Accounts Payable/Receivable, Equipment Maintenance Scheduling, Data Transformation
- Purchase Order, Purchase Order Acknowledgement, Advanced Ship Notice, Shipment Notifications, Carrier Shipment Appointments, Invoicing, Electronic Funds Notifications and product catalog