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CAREER PROFILE

Driven PM Leadership that balances Business & Technology with Excellent Execution

A proven Senior Project Leader for Enterprise Systems offering 20 years of extensive continuous improvement experience with a wide range of large IT projects on various platforms and distinguished account management to enable competitive differentiation. Accomplished 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 through various motivational methods and by taking accountability. Consistently demonstrates exceptional abilities in following areas:

- Project Manager that Develops Corporate Compliance Policies & Procedures, Proposals and Reports
- Collaborative Team Builder with Spirited Customer Focused Value
- Business strategy to IT product roadmap development
- Leader that Selects, Trains and Coaches for IT Staff Engagement, Retention & Performance Results
- Strong Communicator with Diverse Clients & Stakeholders
- Supply Chain Management, EDI/B2B/E-Business, VAN, Communication protocols
- Application Software Product Analysis and Improvement Management
- Utilize PM Methodology, Use MS Office, MS Project
- Consensus Builder Marrying Business Strategy with IT Architecture

PROFESSIONAL HISTORY

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

2000 - Present

Senior Project and Customer Account Manager

Provide services to North America clientele for the implementation of varying projects. Achieve better communication and planning between business silos and IT functions and integrate varying strategic views to create a common vision related to a customer value mindset. Facilitate cross-functional comprehension to enable IT and business processes transparency while expectations and timelines can be clearly managed which greatly improve IT support. Team coordination with accountable team delivery with an interdepartmental planning, meeting and facilitation approach to maintaining positive collaborative and 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 \$40K to \$5M and led segments of projects with overall value up to \$20M. Designed technical training requirements for existing and future project issues.
- **Managed EDI/B2B / 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 KPI.
- **Branded and rebranded the web presence** Aligned the web portal to maximize the customer experience with all marketing collateral to present a common powerful brand identity
- **Designed a project request evaluation**, this is a change management process that provides visibility for executives to see the risk and value to the business and how the change may align to defined business strategies.

Zimmer Biomet

- Project advisor and application designer to create and implement a custom application to enable the automation of EDI / B2B Invoice to be automatically distributed to supply chain trading partners

Manitoulin Transport

- Project Leader for the EDI / B2B application development, implementation and priority customer and supply chain integration

Aquacut Foam

- Project Manager for the implement of a custom EDI / E-Business applications which included the vendor evaluation, vendor ranking, vendor SLA negation and vendor outsource integration

Johnvince Foods

- Analysis of business application process and needs analysis. Architected multiple solutions for the resolution of supply chain trading partner critical issues

Mabe Canada (See Highlighted Case on page 4)

GE Industrial Canada (Consumer Lighting)

- Project Manager for EDI/B2B Project development, implementation and supply chain trading partner onboarding under budget and within the projected timelines

A.C.T. Equipment

- Manage EDI / E-Business integration and supply chain account management of Toyota and 3M

Procurity Pharmaceuticals

- Project Manager for EDI/B2B software gap analysis, solution architect, scope development,
- Project Manager for custom application design, application development and integration
- Work with EDI team to create EDI/ B2B supplier / customer onboarding standards for rapid integration

Omron Canada

- Project Manager for the develop applications to enhance visibility create Write/Maintain/Manage EDI / E-Business applications and provide account management

Value Drug Mart (See Highlighted Case on page 3)

Camco (See Highlighted Case on page 3)

Wrigley Canada

- SAP EDI implementation and integration.
- Project Manager for multiple IT projects.
- Project Manager for all EDI / E-Business applications and provide supply chain trading partner support

Lifesource Natural Foods

- Maintained all applications and managed IT Software projects.

Nestle Canada

- Project management of IT software related data transformation and implementation.

Ciba Vision

- Integrated EDI technology into CA-PRMS. Provided EDI co-ordination. Shop Floor reporting

Oakville Hydro

- JDE Business analysis of process to interface PRIZM with JDEdwards World.
- Designed, created and implemented custom modifications with JDE interface.

Kerasotes Theatres

- JDEdwards World software customization, upgrades; managed JDE security/systems operations.

Cadbury Chocolate Canada

- Merged Pansophic version software packages
- Upgraded legacy applications and the creation of custom financial reporting programs.

Hunter Business Consultants

- Project Manager for customized Pansophic software solutions for North American clients.

United Westburne Inc.

- Project Leader for companywide software migration from legacy to Native AS/400

JBA Software Canada

- Custom software development for Tier 1 clients for North America
- Stakeholder training and stakeholder requirements gathering for custom software development

CLIENT PORTFOLIO LIST - Page 3

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, Imperial Distributors, Intrupa Canada, Johnvince Foods, Kerasotes Theaters, Konica Canada, Kraus Flooring, Kuehne and Nagel, Lifesource, Manitoulin Transport, Medical Science Laboratories, Mabe Canada, Nestle Canada, Omron Canada, Procurity, RBC Insurance, Serca, Unilever Canada, United Pharmacists, Value Drug Mart, Westburne, Wrigley Canada, Zimmer Biomet

KEY PROJECT CASE HIGHLIGHTS

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 /B2B infrastructure within 2 weeks 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 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 orphaned unsupported software applications** used for E-Business invoice processing.
- **Gain competitive advantages through lower cost solutions and enabled the 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). Migrated EDI/ B2B / 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 / B2B formats 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 for comparative analysis of existing EDI / B2B / E-Business processing to availability within Baan LN Enterprise software.
- **Worked with the project team members to present to the steering committee the best course of action** based on detailed gap analysis of existing processes and potential functionality of the Baan Enterprise software package.
- **Worked with the project team to create the project charter for the EDI / B2B / E-Business migration.**
- **Worked with the steering committee to create EDI / B2B / E-Business Project Plan Charter** and architect the best course of action for the EDI / B2B / E-Business applications.
- **Established EDI/E-Business software standards** for Baan LN applications, custom apps and grandfathered apps.
- **Documented Application Processes** that may be used in 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 supply chain trading partner 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 9 years and was referred to PEG from Wrigley Canada. Value Drug Mart asked for PEG to do the training at their organization; which led to PEG engaging with VDM for other projects. VDM currently has the greatest number of pharmaceutical trading partners within the supply chain.

PROJECT MANAGEMENT LEADERSHIP SKILLS Page - 5

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 enables 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

Knowledge Academy

University of Waterloo, Waterloo, ON

Sheridan, College (PMI courses), Oakville, ON

Centennial College, Scarborough, ON

IT Enterprise Architecture, ITIL

Supply Chain Fundamentals, Distribution Logistics

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:

- RPGLE, RPG Free, CLP, SQL
- Trusted Link Gentran EDI
- MS Office 365
- CLP, SQL, IFS
- JD Edwards World, CA-PRMS, SAP
- Business 400, Visual Lansa,
- X-Analysis
- Visio, Flow Chart, MS Project
- IBM 3X/400, iSeries, IBMi, PC's

Utilities:

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

Application Experience:

- Order Billing, Distribution, Invoicing, Sales Analysis, Accounts Payable/Receivable, Equipment Maintenance Scheduling, LTL TMS Transportation, EDI / B2B Supply chain interfaces.
- EDI/B2B, Data Transformation, Purchase Order, Purchase Order Acknowledgement, Advanced Ship Notice, Shipment Notifications, Carrier Shipment Appointments, Invoicing, Electronic Funds Notifications and product catalog