

Henry R. Westbrook

701 Homeview Road, London, Ontario, N6C 5N1

Residence: (519) 681-4340

Cell: (226) 973-4340

henry.westbrook@gmail.com

"Don't Consider Me Overqualified, Consider Me Qualified with Experience"

Summary

- **Currently**, I perform the multi-functional title roles of IT Consultant, Project Manager, Business and Systems Analyst as well as various Technical roles for clients, depending on their needs. I don't just hold one position Title. I am diverse and skilled in more than one role
- Long tenure in technical, project management, systems/ business analysis and customer service support and can communicate effectively (business and technical) at all levels of a company
- Experience with different size organizations (startups, small and large organizations) in Automotive, Utility, Government to Financial sectors
- Worked with or for companies and institutions, over the years, such as TDCanadaTrust, Canada Trust, London Hydro, City of London, BGL, Autodata, Volkswagen, Audi, Chrysler, University of Windsor Alumni, London Life, Hiram Walker, Big 'O' Drain Tile, R.J. Thompson, WANG, Adecco, Jeffery & Jeffery, Donald W. Kilpatrick, InfoTek, ShopHonda, CP Rail, Canada Post to name but a few
- Provided IT technical (contract / full time) recruiter support as part of a Tier 1 supplier to TDCanadaTrust and other southwestern Ontario companies
- Performed roles of Development, Technical Support (Network Solutions, BGL, Canada Trust), System and Business Analysis (London Hydro, Autodata, BGL, artimuskaïne), Project and Technical Project Management and Consultation (BGL, TD, City of London, Autodata, artimuskaïne / @rtimuskaïne)
- Facilitated Quality Assurance Testing within the scope of either my Project Manager, Business Analysis, System Analysis or Technical roles. I have managed Quality Assurance team members. QA has been the traditional waterfall, interactive and more recently Agile processing. **Note:** I have not held a main role as Quality Assurance Testing but have done the work as part of multi-functional roles
- Project Management tasks performed but not limited to project scoping, resource assignment, workbreak downs, detailed project plans, project tracking (plan, finances, etc.), meeting facilitation, project monitoring and reporting. Maintaining all necessary project documentation, based on structure (Agile, Waterfall, Iterative, etc.) such as the Plan, RAID logs, Risk Management, Status Reporting, Communications Plans, etc.)

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- Business Analysis tasks performed include but not limited to the following: requirements gathering, creating BRDs, FRDs, SOW, UMLs, Testing Plans, Mock Ups / Image Creations and other documentation, process mapping that aligns with SDLC and PDLC guidelines. Used JIRA and Confluence for storage of analysis artifacts. No matter the role I took on, Business Analysis has always been part of the role. Typical work on smaller teams required a multi-function and versatile person
- For a large auto dealer organization, I architected and designed an e-commerce web solution with integrated payments and cloning capabilities. I managed the project, budget, completed the BRD, uses cases, testing criteria and managed an off-shore development team (@20) of PMs, BAs and developers to complete the project successfully, on time and within budget
- Innovative, flexible, great communicator and a professional but still eager to learn. Never afraid of a challenge and thrives on curve balls
- As owner of “artimuskaine or @rtimuskaine”, performed work for a variety of clientele. It was under “artimuskaine” that I wrote a Water Meter Utility for Coulter Water Meter, which was bought out by Erie Thames Power. This application has been migrated to another platform due to limitations within Access. Worked as a contractor and as a full-time employee. Contracting done via artimuskaine
- In partnership for the Canadian operations, manage a team of offshore development (mobile, web, etc.) ... www.infoturatech.ca InfoturaTech specializes in all forms of mobile and web development. This same team was leveraged for an Automotive e-commerce solution while at BGL. Very familiar with mobile / web dev, frameworks in both Android, iOS and web
- Demonstrated multi-faceted capabilities through performing BA, PM or Technical functions while performing other titled roles, as the job required writing Functional and Business requirements, use case and user scenarios, Statements of Work, etc.
- Managed project budgets in the excess of 1 million dollars (on multiples) as a PM. Experienced in meeting Facilitation, resourcing and scheduling
- Office365 Implementation and Deployments in either standalone or small to medium sized environments
- Demonstrated working knowledge and usage of Office365 / Microsoft Office or Office Suite of Applications in real work environments (including but not limited to Word, Excel, PowerPoint, Outlook, Project, Visio, OneNote, Skype, Publisher, Access). Used daily and is a requirement of almost any position

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- Experienced in JIRA and Confluence extensively over the years (different methodologies (SRUM, Agile and Waterfall). Some of JIRA's usage as both a problem tracking system and functional/business requirements tracking
- LinkedIn Profile - <https://ca.linkedin.com/in/henrywestbrook> - with close to 2000 in my network
- Technical knowledge in most mainstream operations systems covering Windows, OSX, Linux (uBuntu, Zorin, Redhat, Suse, etc.), networking, utilities, databases and productivity tools as well as hardware components such as desktops, laptop, servers, modems, routers, backup devices, printers and scanners
- I have taught operating system fundamentals, at a technical level, for a mainframe scaled hardware platform (VS OS)

Miscellaneous

- I have 5 years of experience in Healthcare working at St. Joseph's Hospital in a few different capacities (maintenance, plumbing, kitchen, laundry, emergency, patient care and purchasing)
- I have 1 year of experience working for Loblaw's on the night crew performing inventory management (stocking, restocking, plan control, product facing, recycling)
- I have 1 year working in community based landscaping / renovation / beautification projects for a government organization
- I have 1 year working as Primer / Shaker in the domestic tobacco industry
- I have 5 years of experience in Kenpo Karate, taking lessons as well as teaching classes as a sensei. Organized specialized Kenpo based exercise class for companies

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PROFESSIONAL ACCREDITATIONS

- **Association for Systems Management - Certificate #251**
- **Implementation Consultant – SAP Business One – Certificate #651355387**
- **ITIL® Foundations v3 – Certificate #138313**
- **LeanSixSigma (Yellow Belt) – Certificate #13267865**
- **Fanshawe College – Business Data Processing / Business Information Systems plus 2 co-op work terms.** Certificates in both Business Data Processing and Business Information Systems (Transcripts and Certificates available)
- **Strathroy District Collegiate – Grade 12 / Grade 13 (Certificates available)**
- **Various other Self-funded or company sponsored courses:**
 - First Aid / CPR / WHMIS Certificates
 - ISO 9002 Training Certification
 - G3 Expert Agent Selection (EAS) Definity ECS Administration (Lucent/Avaya)
 - Dale Carnegie
 - Various Company sponsored courses

Skill Matrix Statistics

Project Manager - Skills Matrix

- Project management experience - 10+
- Business systems analysis and problem resolution experience – 10+
- Business Analysis performed as part of other multi-functional roles such as PM, BA, SA and in Technical / Development roles.

Program Management - Skills Matrix

- Program Management – 5+

Business Analysis - Skills Matrix

- Business Analysis - 10+
- Requirements gathering, creating BRDs, FRDs, SOW, UMLs, Testing Plans, Mock ups / Image Creation and other documentation, process mapping that aligns with SDLC and PDLC guidelines. Business Analysis performed as part of other multi-functional roles such as PM, BA, SA and in Technical / Development roles.
- Project exposure will include mobile development, web development - 5+

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Quality Assurance - Skills Matrix

- Limited Quality Assurance Testing - 10+
- Usually performed as part of other multi-functional roles such as PM, BA, SA and as well in Technical / Development roles.

Technical Knowledge - Skills Matrix

- Technical Knowledge - 20+ in major operating systems, networking, utilities, backup, database and productivity tools
- Mobile Knowledge - 7+ - familiar with Android, iOS development environments and frameworks
- Web Knowledge – 7+ - familiar with the major web development tools, architecture and frameworks
- Deployment Skills – 20+ - experience at software and hardware deployments
- Off Shore / On Shore Management – 7+ - capability to manage both off shore and on shore teams comprised of Project Managers, Business Analysts, Architects, Quality Assurance and Development

Customer Service - Skills Matrix

- Delivering (teaching) technical IT related education – 20+ (but continue to inform and education in each of my client engagements)
- Teaching all ages in martial arts training – 5+
- Dealing with the public and commercial interests (customer facing) – 20+
- Professional, integral, ethical, reliable, multi-functional, flexible, diverse, detailed – 20+

**** Detailed resume and references available upon interview request**

**** Salary Expectations are negotiable based on the position and complete compensation package**