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"

Your posting caught my eye and with interest I have attached my resume for review for this position. I have a long and diverse history in technical, analytical and customer service support and can communicate effectively at all levels of a company. I have working in startups, small and large organizations. I have worked in many different company categories from Automotive to Financial. I have done Development, Technical Support, System and Business Analysis, Project Management and Consultation but my email tag line says it best - "Don't Consider Me Overqualified, Consider Me Qualified with Experience". I am innovative, flexible, a great communicator and a professional but still eager to learn.

Thank you for your time and consideration. Have a great day!

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SUMMARY PROFILE

- Project Management (Project Planning, Risk Assessment, Change Management, Resource Management, Problem Escalation, Budget and Project Reporting)
- Client Relationship and People Management
- Systems/Business Analysis (certified Systems Analyst), Application and Web Design
- Requirements gathering, creating BRDs, FRDs, SOW, Plans, Mock Ups / Image Creations and other documentation, process mapping.
- Development, Quality Assurance, Integration, Operations and Security experience
- Mainframe, Mid -Range, Client/Server, Workstation Hardware, Operating Systems, Networking Topologies
- Voice Mail and Call Centre systems
- Business Resumption, Application and Disaster Recovery

BUSINESS / CAREER BACKGROUND

@rtimuskaine (artimuskaine), London, Ontario

Owner/Consultant/Project Manager/Business & Systems Analyst
1986 to Present

- o *Consulting / Professional Services to Various clients in the Legal, Utility, Industrial, Medical, System and Network Integration Supplier, Retail and Small Business Industries*
- o *Planning, Project Management, Technical Services and Support to customers:*
  - Requirements Gathering, Business Evaluation and Technology Recommendations / Proposals
  - 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
  - Operating System, Software and Hardware Research / Analysis, Costing/Pricing, and Procurement
  - Project, Transition and Implementation Planning (when required)
  - Office365 implementation and deployments
  - Local storage to cloud implementations
  - Voice/Data Networking, Operating System, Software and Hardware installation, set-up, support and administration
  - Custom application / report development (MS Access, Visual Basic, Crystal Reports, client supplied tools)
  - Define Project deliverables and educated users on change management process and impacts
  - Custom one-on-one or classroom training
  - Backup and Disaster Recovery, Service Level Agreement, Consultancy and Maintenance Agreement Support (24X7)
- o *Business Continuity responsibilities:*
  - Contract Negotiation, Budgetary and General Administration (including Billing/Invoicing, Collections, etc.)
  - Support, Maintenance and Administration for Customer Environments / Technology (Mac, Windows, Linux, SCO, etc.)

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Adecco, London, Ontario

Contract Operations Analyst
Jan. 2017 – Feb. 2017

o Providing operational, analytical, tool development, macro development and custom reporting support to the Operations division of Client Support & Technology. Custom Match, People Soft, Oracle, Actuate, Connection and more.
o requirements gathering, creating BRDs, process mapping and other documentation.

Canada Post, London, Ontario

Contract Statistical Researcher
Oct. 2016 – Nov. 2016, Feb. 2017 – Feb. 2017

o conducting statistical research, using manual and computerized processes to analyze mail distribution volumes (normal, oversized and parcel) and patterns, for two large London mail distribution centers to ensure adequate and even distribution of mail workload and traffic across the busy carrier routes, with possible outcomes leading to consolidation or expansion of these carrier routes
o Working in a collaborative and integrated team environment
o Reporting to the RMO (Route Measurement Officer) acting as the overall Project Manager

Infotek Consulting Services Inc., Toronto, Ontario

Contract Project Manager (RS&I / PMO) – TD Bank
Nov. 2015 – May 2016

o *Project Management for four internal LOB projects ranging in budget from $500,000 to $1,200,000, with resources constraints of five to 10 staff (including off shore and on shore resources). One of the later projects was a NDA project which has a slight tie-in to the Fraud area. Later two projects slated to go Agile using Agile Accelerators.*
o *Project Management based on SDLC/PMLC/PDLC and PMO Best practises.*
o *Use of Clarity, BOW (Book of Work), Carpe, FieldGlass, MS Office suite, MS Project, RAS.*
o *Normal PM tasks, not limited to project scoping, resource assignment, wordbreak 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.)*
o *Some requirements gathering, creating BRDs, FRDs and other documentation that aligns with SDLC and PDLC guidelines.*

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BGL Group, Inc., London, Ontario

Consultant, Project and Deployment Services – BGL Group, Inc.
2012 – 2015

- Management of all in-house initiatives
- It Recruiter - Tier 1 Contractor to TD for Contract IT staff
- Office365 Implementation and Deployments

Consultant, Project and Deployment Services – SHOPHONDA365
July 2014 – January 2015

- Project Management for complete standard Web E-Commerce Solution
- Management of offshore development team
- Management of Development/Mobile Application Development/PM Budget
- Architected entire Web E-Commerce re-write
- Managed PayPal integration and other e-commerce specific integrations
- Implementing controlled move into Production Hosting Environment
- requirements gathering, creating BRDs, FRDs, SOW, Testing Plans, Mock Ups / Image Creations, process mapping and other documentation.

Consultant, Project and Deployment Services – Canadian Engineering and Tool Co., Ltd – SAP Business One
April 2014 – January 2015

- Initial deployment of SAP Business One 9.0 and Enprise Job Costing Module
- Initial Configuration of System (Test, Prototype, Users, settings)
- Setup of SAP IDs for customer's user (for support and education)
- Setup of education for SAP and Enprise and recommended paths
- Implementation of custom data migration based on client needs
- Working with third party add on vendor on prototype defined job costing activities
- Integration work with third party vendor

Consultant, Project and Deployment Services – SAP Business One
2013 to Present

- Implementation and deployment consultant for a varied clientele
- Pre-sales support with client discoveries and demonstrations
- Project management, Business Analysis
- Requirements gathering, creating BRDs, FRDs, SOW and other documentation.

Delivery Manager – Virtual Project Management Office (PMO)
2011 to 2014

- Virtual Project management. Managing Electrical Usage Metering installations.

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City of London, Technical Services Division (TSD)
PMO Consultant / Project Manager (Infrastructure Projects)
2011 to 2012

- *Infrastructure Portfolio Manager / Project Manager for 18-25 projects.*
- *Managing project resources and budgets using Eclipse, FootPrints, and ITSM Front Range within a unionized environment.*
- *Working with an ITIL framework and in conjunction with the Service Management office.*
- *requirements gathering, creating BRDs, FRDs, Testing Plans, Mock Ups / Image Creations, process mapping and other documentation as dictated by each project and available project resources.*

Autodata Solutions Company / Autodata Solutions, Inc., London, Ontario

Technical Operations Release Manager
2011 to 2011
Reasons for Change: Career Change

- *Management of all software releases and releasing for all Autodata clients.*
- *Managed software releases schedules for planned and unplanned releasing events.*
- *Coordination with internal Project Management group on process for software releasing and scheduling.*
- *Worked closely with internal Technical Operations on new project hardware/software setups.*
- *System Monitoring, FTP admin, AVAYA telephone support.*
- *Provided continued support to both Chrysler US Brands and Chrysler US Financial.*

Chrysler US Brands Sustain Team Project Manager
2011 to 2011 (On Loan)

- *Managed the Sustain (Maintenance) team work. Basically, managed the day to day work load.*
- *Worked closely with onsite Delivery Director and Chrysler internal staff.*
- *Provided support to the Chrysler US Brands Project Team during a large time sensitive project.*

Technical Operations Release Manager
2010 to 2011

- *Management of all software releases and releasing for all Autodata clients.*
- *Managed software releases schedules for planned and unplanned releasing events.*
- *Coordination with internal Project Management group on process for software releasing and scheduling.*
- *Worked closely with internal Technical Operations on new project hardware/software setups.*
- *System Monitoring, FTP admin, AVAYA telephone support.*
- *Provided continued support to both Chrysler US Brands and Chrysler US Financial*

Chrysler US Brands/Chrysler US Financial Team Release Manager/Chrysler
2008 to 2010

o Management of all software releases and releasing. Developed a successful and auditable process for software/data releasing.
o Management of all data (Catalog) releases and releasing.
o Managed creation/updating critical project and technical documentation.
o Worked closely with internal departments (Technical Operations, Database Admin, Data and Incentives) as part of software and data releasing process.
o Managed all data feeds and data feed import tools. Liaison with the client and all third parties for problem determination.
o Liaison with onsite Delivery Director.
o Acting Project Manager due to dedicated team member transitions

Chrysler US Financial Project Manager
2008 to 2008 (On Loan)

o Interim Project Manager for Chrysler US Financial project
o Managed the initial project up to a successful implementation.
o Liaison with onsite Delivery Director.

Autodata Direct (VAR) Channel Manager
2007 to 2008

o Manage the Autodata VAR (Value Added Resellers) clients from a pre-sales and delivery standpoint.
o Assisted in growing the VAR Channel from 23 to well over 50 clients within one year.
o Worked closely with internal departments on data processing for the VAR clients (scheduling and rescheduling).
o Worked closely with internal CSS (Customer Solutions Support) for problem definition and problem resolution.

Senior Business / Systems Analyst
2005 to 2007

o Consulting / Professional Services to much of the Automotive Industry (OEM, Fleet/Retail Leasing, Automotive content web sites) in Canada and the U.S.
o IT Business Integration Specialist
  - Provide internal / external consulting services in the areas of Business Resumption, Systems and Application Recovery methodologies, Hosting and Hosting Migration support
  - Provide input and assist to influence direction on architectural design and approach
  - Evaluating technology processes both internal and external
  - Knowledgeable regarding Sarbanes-Oxley, ISO standards, and IT controls and methodologies
  - Liaise with every level of the internal corporate organization, including CEO, Executive, Senior Mgmt., and Delivery Teams
o Business Analysis, Project Management, Technical Services and Support for both internal and customer projects:
  - Requirements Gathering, Business Evaluation and Technology Recommendations / Proposals Operating System, Software and Hardware Research / Analysis, Costing/Pricing/Estimations
  - Project, Transition / Migration and Implementation Planning (when required)
  - Define Project deliverables and educated customers on change management process and impacts
  - Creation of legal end user documents (Change Requests, Order Confirmations, Statement of Work)

Network Solutions (Div. of VBM Inc.), London, Ontario

Technical Installation Analyst
2003 to 2005
Reasons for Change: Consulting Contract

- *Consulting / Professional Services to Various clients in the Legal, Accounting, Industrial, Manufacture ring, Medical, Retail and Small Business Industries*
- *Planning, Technical Services and Support to customers:*
  - Technology Recommendations / Proposals
  - Operating System, Software and Hardware Research / Analysis
  - Migration and Implementation Planning
  - Voice/Data Networking, Operating System, Software and Hardware installation, set-up, support and administration
  - Custom application / report development (MS Access, Visual Basic, Crystal Reports, client supplied tools)
  - Customer Application training
  - Backup and Disaster Recovery, Service Level Agreement, Consultancy and Maintenance Agreement Support (24X7)
- *Business Continuity responsibilities:*
  Support, Maintenance and Administration for Customer Environments / Technology (Mac, Windows, Linux, SCO, etc.)

London Hydro, London, Ontario

Senior Business Analyst
1997 to 2001
Reasons for Change: Downsizing due to Wrap-up of Deregulation initiative

- *Management / Project Management:*
  - C.I.S. (Customer Information System) for Deregulation Initiative (client server environment running Solaris, Oracle 8, Crystal Reports, Formscape and Power Builder applications running on Windows NT/2000)
  - Year 2000 Project (acting Liaison to the City of London Year 2000 project)
  - MV90 system (Meter Data Collection) Initiative
  - Management/Supervision and Training of Information Technology Co Op placements and other assigned staff and Resource management and allocation to Project tasks
  - requirements gathering, creating BRDs, FRDs, Testing Plans, Mock Ups / Image Creations, process mapping and other documentation.
- *Technology Assessment, Recommendations/Proposals, Planning and Implementation for London Hydro Initiatives:*
  - Vendor, Hardware/Software evaluation and selection
  - Web design for the LondonConnect Website using Perl, PHP, FrontPage, HTML.
  - Data migration / conversion and Report subsystem creation
  - Creation, Implementation and support for Year 2000 tracking system database
  - System and Audit Testing and implementation
  - Training of internal customers on new environment / system
  - Migration and conversion of some legacy mainframe applications to ACCESS, running on a Windows NT/2000 LAN environment
  - Custom application/Report creation in MS Access, Visual Basic and Crystal Reports
- *Business Continuity responsibilities:*
  - Set-up, support and system administration for Lucent Definity switch, Audix voice mail, and Genesis Call Accounting systems.

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- Extensive support for Windows NT/2000 end-user applications (i.e. Lotus, Microsoft Office Professional), web server running Red Hat Linux and support for LondonConnect DNS server, and in-house AS400 and Financial systems

Canada Trust, London, Ontario

Senior Technical Analyst
1986 to 1997
Reasons for Change: Wrap-up of Retail Platform Initiative/Pre-TD Sale

- *Management / Project Management:*
  - Initial Project Manager for three major products (hardware/software) roll outs to retail network (multi-million-dollar initiative)
  - Ensured that Change Management processes were implemented and followed by all participants in the Software Development Life Cycle.
  - Evaluated and identified data components, impacts, risk assessment and mitigation strategies around implementation
  - Participated in multiple Project Teams as Senior Technical Analyst for Retail Platform Implementation / Delivery
  - Assisted in overseeing and managing resource allocation balanced to project deliverables
- *Technology Assessment, Recommendations/Proposals, Planning and Implementation for Canada Trust Initiatives:*
  - Participated in definition / requirements phase and sizing initiatives, providing recommendations and certifications of new hardware and software standards as they pertained to existing platforms
  - Input / creation of Design and Technical Specifications for rollout
  - Assigned to Implementation Team as Senior Technical Analyst
- *Business Continuity responsibilities:*
  - Primary Contact / Knowledge Manager for connectivity of LAN based operating systems to host based systems and Footprint (Financial Calculator) Software (retail environment)
  - Extensive operating system support in OS/2, OS/2 LAN Server/Warp Server, OS/2 related products
  - Technical and operational support to Senior Executives for VM system and VM based e-mail system (PROFS)
  - Created, implemented and maintained BBS (Bulletin Board System) for Internal Technical Research and Development Department (WiZZardP1 BBS)
  - Maintained and supported customized reporting engine (written in REXX) supporting Retail environment (Mortgages, RSP, Financial Transactions, etc.) and Retail peripheral support (Modems, Cash Dispensers, Printers, Tape Drives, etc.)
  - High quality technical support across organization (Executives, Research, Call Centre, Quality Assurance, Development, Architecture, etc.), encompassing a wide range of corporate technology (hardware/software)

WANG, System House, Bradford Data Systems, R.J. Thompson Data Systems, London, Ontario

Programmer / Programmer Analyst / Systems Analyst / Systems Consultant
1979 to 1986
Reasons for Change: Career Growth and Advancement

- *Consulting / Customer Relationship Management:*
  - Provided Consulting Services, pre/post sales technical duties for Sales Department, and Vendor Management
  - Worked on several North American projects (Los Angeles, Boston, Texas, San Francisco, Ottawa, Montreal, etc.)
- *Technology Assessment, Recommendations/Proposals, Planning and Implementation for various Initiatives:*

- Completed major systems analysis, design, development, Implementation, system testing, and end user training:
  - Custom legal accounting package for a large law firm

Programmer / Programmer Analyst / Systems Analyst / Systems Consultant
1979 to 1986 (Continued)
Reasons for Change: Career Growth and Advancement

- Alumni Management Package for a large university (included conversion from the host based system)
- Fixed Assets / Inventory system for a major local insurance company
- Restaurant Management system for large Southwestern Ontario Restaurant chain
- Accounting System for large electrical manufacturer / supplier and local furniture company
- Accounts Payable system for a large local Brewery
- Created several management reporting systems for gathering data for various clients

- *Business Continuity responsibilities:*
  - North American support for 2200 line of mini-computers, training/instruction in WANG VS OS Operating Systems Architecture/Design, Technical support for WANG Office Automation systems (VS line of mini systems), technical support, conversion assistance, specialized training to internal staff
  - Sole responsibility for technical and sales support of all PR1ME Information Systems' hardware and operating systems.
  - Provided technical support to Southwestern Ontario client base.
  - Accountable for statistical analysis of the hardware/software performance for several large IBM and AMDAHL mainframes

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***
- ***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

EDUCATION

Alphalogic Career College	– Cisco Network Associate – CCNA
London, Ontario	
Fanshawe College of Applied Arts and Technology	– Business Information Systems
London, Ontario	– Business Data Processing
Strathroy District Collegiate Institute	– Grade 13 – HSSGD
Strathroy, Ontario	– Grade 12 – OSSGD

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SPECIALIZED SKILL SET

Operating Systems	OS/2 (1.0 - WARP 4), Windows Server SBE, NT 4.0 (Workstation/Server), Windows 10/8/7/2000/XP, DOS, Linux, Mac OS 9/Mac OS X, FreeBSD, NetBSD, OpenBSD, Solaris, OpenSolaris, UNIX 7/III/V, XENIX, HP MPE, PR1MOS, VM/SP, DOS/VSE, MVS/XA, OS400
Network Operating Systems	OS/2 LAN Server/Warp Server, Windows 2012/2008/2005/2000/2003 Server SBE, NT Server 3.51/4.0, Netware 4.11, Mac OS X Server, Lantastic 7.0, Windows for Workgroups, NFS, Linux/Samba/Apache/Tomcat, CISCO IOS, BES Server 4.1+
Environments	TSO, SPF, CICS, ROSCOE, CMS, Windows 10 and older variants, Windows Server SBE, X11, CDE, MAC OS, MAC OS X, Web Design (PHP, FrontPage, HTML), Tomcat
Databases	Microsoft SQL, Oracle 7/8, ACCESS, MariaDB, Pervasive SQL. MySQL
Wiki/Shared	Sharepoint, Confluence, Livelink
Bug Tracking	JIRA, Bugzilla, ITSM FrontRange
Monitoring	Whats UP Gold, WebSite Pulse
Telephony	Definity switch and Audix voice mail, Genesis call accounting packages, VOIP
Office Suites / Tools	Lotus Smart Suite, Office365, Corel WordPerfect Suite, LibreOffice, Applixware, Microsoft Office for Mac OS X, Hancom Office, MS Project, Visio, Eclipse, FootPrints, Visio, SAP Business One, SAP Crystal Reports, and various software packages for the Legal and Accounting environments
Development Languages	REXX, Basic, Assembler, APL, ADA, COBOL, RPG, SPEED I/II, C, C++, JAVA, HTML, Perl, Visual Basic, SAS 76, Crystal Reports 6 – 8, Formscape, SQL, Applescript, Common file formats (XML, ASCII, Tex4/19/2017t, etc.)
Communications	TCP/IP, Async, 3270, APPC, SNA, IPX, NetBios/NetBeui, Telnet, UUCP, CISCO, ISDN, DNS, IP, Frame Relay, MV90, Routers, Switches and Hubs, VPN
Mail Protocols / Packages	Post Office Protocol, PROFS, POP, IMAP, SMTP, EMC2, Lotus Notes, Microsoft Mail/Exchange

REFERENCES

- o   Available upon request