

- helped improve data accuracy and reduce related costs by 30% in 2006
- Designed and launched a new integrated CRM system with automated regression test tools, *Benefit Entitlement System for Teachers*, which helped improve customer service levels to their highest ever in 2000, at 9 out of 10, and maintained that level to 2007
- Team recruiting, team building, management: maintained retention at 95%
- **Technical Environment:** Java/J2EE, Smalltalk, C++, MS .Net, RPG, WebSphere/RAD, Eclipse RCP, EJBs, JSPs, Servlets, JavaScript, AJAX, Enterprise Service Bus (ESB), XML, XSLT, SOAP, Web 2.0, Adobe Flash, CVS, DB/2, Oracle, Cognos, CTI, VOIP, Workflow, Imaging, ETL, Data Warehousing, Astra QuickTest, LoadTest, SOATest, Lotus Notes, MS Office, MS Project, Lawson Financials, Hyperion Pillar Financials, OpenPages SOX Express ITIL, Web Services, Service-Oriented Architecture (SOA), Object-Oriented Analysis and Design (OOAD), Distributed Architecture, on Windows, linux, and OS/400, using RUP, Agile Methodologies

PARCPLACE-DIGITALTALK INC.

1995 - 1996

Founded at Xerox's Palo Alto Research Center (PARC), a supplier of Smalltalk client server systems environments that set the standard in object-oriented development.

Consultant

Provided on-site post-sales support to customers across North America. Extensive travel and customer contact.

- Supported Smalltalk customers such as Bell South, HBOC, City of Phoenix, Footprint Systems, and Penn State University on a multitude of hardware/software platforms.
- Consulted with internal engineering for the VisualWave product for web connectivity
- **Technical Environment:** Smalltalk, C/C++, Visual Basic, HTML, Windows, Unix, Sybase

DISCIS KNOWLEDGE RESEARCH INC.

1994 - 1995

A venture capital-funded software start-up specializing in multimedia CD-ROMs for the educational and retail markets.

Staff Developer

Developed a multimedia production system using client-server tools and object-oriented database environment.

- Working closely with sales and production teams, part of a group that created an integrated end-to-end multimedia creation environment combining audio, video, graphics, natural language processing and text.
- Product throughput increased by 10X
- **Technical Environment:** Smalltalk, C/C++, Relational and GemStone Object-Oriented Databases in a Windows, Unix and Mac OS Client-Server environment.

IBM CANADA/CELESTICA,

1991 - 1994

A specialized Electronic Component Assembly and Test (ECAT) plant with extensive prototyping capability, spun off from IBM Toronto Manufacturing in 1993.

Technical Lead

- Hired onto a new team to create a leading-edge real-time shop-floor control system using object-oriented tools and techniques to integrate manufacturing line robots and test systems, enabling Internet-based centralized dashboard monitoring.
- Applied artificial intelligence techniques to detect defects more quickly, and utilized object-oriented models for faster manufacturing process changes.
- Company saved millions of dollars by avoiding scrapped product and built a reputation for ability to customize and monitor new process lines.
- Held principle responsibility for data modeling, and database schema design, in a Client-Server environment.
- GUI design and development, and robotic controller development
- Won IBM Team Success Award and Database Expo RealWare Award.
- **Technical Environment:** C/C++, Smalltalk, GemStone, Sybase, AIX Unix, OS/2, Windows

EDUCATION

M. Sc., Computer Science, University of California at Santa Cruz

B. Sc., Computer Science, University of Toronto

Society for Information Management, Regional Leadership Forum (RLF)

Canadian Securities Course (CSC), Java 2 Certified (J2EE)

NON-PROFIT BOARDS

Society for Information Management (SIM)

An International association of 3500 senior IT executives, academicians, consultants and IT thought leaders with 31 chapters in major cities throughout North America.

President and Board Member, Toronto Area Chapter of SIM 2005 – Present

Co-founded, chartered, and incorporated the 31st chapter. Work with a board of Toronto-area IT executives, as well as Global CIOs and VPs from SIM International and Chapter Leadership across the continent. Organize and speak at Toronto Area events, increasing membership by 3x in the first year. Managed legal, vendor sponsorship, marketing partners, and insured healthy financial results. Represented Toronto I.T. Professionals at international Summits and Conferences.

SIMposium Conference National Committee Member, 2006 – Present

Advisory Board Chair, YDAPA Community Youth Arts Program, www.ydapa.com

Executive Board Member, Markham Masters Swim Club, www.markhammastersswimclub.org

PUBLICATIONS

- *Agile Environments* study on the effects of physical environments on employee productivity. Co-authored with Jason Rogers, Gifford Louie, and Niall Shaw. Association of Computing Machinery (ACM) conference on Object-Oriented Programming Systems, Languages, and Applications (OOPSLA) 2005
- *Successful Smalltalk and WebSphere Coexistence*. Co-authored with Fred Fiene and Izaak Alpert. Smalltalk Solutions Conference, 2003
- *Automating & Integrating Business Rules, Processes and Technology*. IQPC Canada Conference on Enterprise Application Integration, 2002
- *Business Automation with Distributed Objects*. Co-authored with Jason Rogers, Angus MacArthur, OOPSLA 2001
- *Best practices in software development management*. Federated Press Workshop on IT Project Management, 2000
- *Applying a Design Pattern: Automatic Correspondence Generation*. Co-authored with Scott Hergott, Ray Miller, and Brad Hughes, OOPSLA 1999
- *Automated Testing of an Object Application*. Co-authored with Martin Xue, OOPSLA 1998
- *CIM Using OODB's: OO Applications Using Transactions*, Fifth International High Performance Transaction Systems (HPTS) Workshop, 1993
- *Object Technology in Manufacturing: A Case Study of Deployment*, co-authored with Kalev Ruberg, 6th IBM Conference on Object Oriented Software Development, 1993
- *The DACS Model of Flexible and Seamless Process Interlock Control*, IBM Process Control Interdivisional Technical Liaison, 1993
- *An Object-Oriented Schema for Manufacturing Data Collection*, IBM Manufacturing Productivity Symposium, 1992
- *Why Object Databases*, Object World 1992
- *MOM: Monitoring of On-Line Manufacturing*, Co-authored with Kalev Ruberg, Kim Chapman, and Paul Wujek, IBM Interdivisional Technical Liaison, 1991
- *Electricity*, CHP Books, with Dan Mackie and Dave Mackie, 1986, ISBN 0-88625-133-8
- *TRS-80 Colour Computer Programmer's Handbook*, Hayes Publishing, with Peter J. Lear, John Miller, Scott McCann, Derek Simonson, Graham Richards, 1986, ISBN 0-88625-136-2
- *Exploring the TRS-80*, Hayes Publishing, with Peter J. Lear, 1986, ISBN 0-88625-122-2
- *What Else You Can Do With Your TRS-80*, Hayes Publishing, with Peter J. Lear, Graham Richards, 1985, ISBN 0-88625-119-2
- *Let's Look at BASIC*, Hayes Publishing, with David Mackie, 1985, ISBN 0-88625-085-4