

Profile

Seasoned **Project/Product Manager and Business Analyst** with **over 15 years of experience**, adept at leading large **cross-functional teams** and managing a diverse range of projects, including **system infrastructure upgrades, application development, and integrations**. Skilled in utilizing **Agile, Scrum, and Waterfall** methodologies to deliver successful outcomes. Recognized for translating complex business needs into actionable solutions, ensuring project objectives are met with precision and efficiency.

Skills Summary

Project Management

- Risk management
- Project planning
- Scope management
- Budget creation and tracking
- Agile and SCRUM methodologies
- Change management

Product Management

- Feature prioritization
- Understanding and representing user needs
- Working with technical, user experience, and business teams
- Vision definition
- ROI analysis

Business Analysis

- Requirements management & analysis
- System integration and implementation
- Business process management
- Testing/QA

Career Summary

Career Highlights

- Fraser Health Authority: Led cardiology system upgrades at Royal Columbian, improving patient care.
- First Nations Health Authority: Developed medical transportation app tracking millions of trips for 170K+ clients with hundreds of users.
- LifeLabs: Managed \$3M application development for 3M+ users, with a 50-person team.
- 36Eight Technologies: Managed AI patient dosing app development.

Industry Experience

- Healthcare
- Logistics
- Hospitality
- Retail

Education

Bachelor of Business Administration (Concentration – Management Information Systems), Simon Fraser University, 2010

Certifications & Professional Development

Agile Business Analysis, 2019

PRINCE2 Practitioner, 2016

Certification of Competency in Business Analysis, 2015

ITIL Foundation, 2013

Health Informatics Training System Level 1, Frontline Informatics Training, 2011

Project Experience

First Nations Health Authority Senior Business Analyst Mar 2020 – Present

Projects: Medical Transportation Transformation | Mental Health System Development and Implementation

Supported the design and implementation of multiple systems with the overall goal of having a positive impact on the health and wellness of First Nation individuals across British Columbia.

- Completed an in-depth engagement and discovery phase to understand the challenges First Nation clients face
- Identified systems that could be developed to address the complex challenges faced by First Nation clients
- Conducted RFQ and RFP processes to identify vendors to support system development and implementation
- Gathered and managed system requirements throughout all phases of system development
- Supported the change management activities before, during and after system implementation

36Eight Technologies Product Manager Aug 2021 – Oct 2022

Projects: C/R/I/S Application Development | CannSafe Application Development

Managed teams that designed and implemented enhancements to multiple products owned by the organization and maintained the prioritization of upcoming work.

- Worked with business, development, testing, and user experience teams to ensure enhancements met the most urgent needs of end users
- Translated complex customer problems into technical solutions
- Broke complex enhancements into user stories that can be understood by development and testing teams
- Managed and continually improved the company's Agile process
- Managed sprint and release timelines

LiteLink Technologies Senior Product Manager/Owner Oct 2019 – Mar 2020

Project: 1SHIFT Application Development

Managed the 1SHIFT Logistics application enhancements by ensuring milestones were met and the product roadmap was aligned with customer expectations.

- Managed the product team to ensure user stories for new features were written correctly
- Managed sprint and release timelines
- Worked with the C level team to ensure new features were prioritized correctly in the roadmap
- Provided final sign off on functionality in the development environments before it was released to production
- Worked with the sales team to help identify functionality that could be added to the application to increase the size of the company's customer base

LiteLink Technologies Senior Business Analyst/Project Manager Mar 2019 – Sep 2019

Project: 1SHIFT Application Development

Developed the 1SHIFT logistics application and ensured it was ready for sale through retail outlets by identifying requirements and application improvements.

- Provided project management oversight for high level reporting to proactively identify risks and issues
- Maintained milestone level Gantt chart for release and sprints including business inputs, development delivery and QA validation
- Worked collaboratively with product team to plan, elicit, analyze, document, communicate and manage user stories
- Worked closely with User Experience, Development, and Business teams to ensure that user stories are properly groomed and communicated, including non-functional requirements
- Interviewed stakeholders, analyzed target user groups, and captured the future states

LifeLabs Project Manager Apr 2018 - Feb 2019

Project: my eHealth™ and my results™ Enhancements

Completely redesigned the patient portals that over 3 million users across Canada view their reports on and integrated it with an appointment booking solution.

- Managed the full life cycle of the project from initiation and planning to close out using an Agile methodology
- Identified estimated project costs and managed budget throughout the lifecycle of the project
- Developed project documentation including, project charter, project plan/schedule, budget, and RACI matrix
- Lead a total of eight functional teams including development, quality assurance, and privacy based in various time zones across Canada
- Reported directly to an executive steering committee on a regular basis consisting of C level executives

LifeLabs **Senior Business Analyst** **Jul 2017 – Mar 2018**

Project: Application Enhancements

Worked to improve the portfolio of applications LifeLabs uses to deliver medical reports to practitioners and patients.

- Gathered requirements to drive improvements based of goals created by the leadership team
- Worked with development teams to plan deployments
- Created clear and concise user stories that captured all information required for the development and testing of each improvement
- Lead user acceptance testing for multiple projects
- Identified areas of improvements within applications that could improve efficiencies

Data Realm **Senior Business Analyst** **Apr 2017 – Jul 2017**

Project: SketchUp Storefront Future State Gap Analysis

Lead the effort to understand the gaps preventing the online retail storefront from shifting to a subscription-based service from traditional license based sales.

- Worked with a wide variety of stakeholders ranging from developers to user interface experts to gather the requirements of the future state
- Developed optimized end to end process flows for the future state
- Created use cases for all identified process flows
- Developed and document a complete Gap Analysis to identify areas that require further development

Provincial Health Services Authority **Senior Business Analyst** **Dec 2016 – Jun 2017**

Project: Desktop Transformation Project

Identified applications and devices that the original project team were unable to migrate from a Windows XP to a Windows 7 environment.

- Worked with end users to gather requirements and develop use cases for how the applications and devices are used
- Worked with business and technical teams to find solutions that will work for end users while meeting all technical and policy restrictions
- Tracked all applications and devices that require solutions and reported on their status to project executives
- Ensured either the successful deployment of the solution, or the resolution path was clearly laid out

BC Ministry of Health **Business Analyst** **Apr 2016 – Dec 2016**

Project: Information Solutions for Enhanced Surgical Flow (ISESF)

Reviewed current province wide coordination processes and recommend improvements for the surgical patient journey with the goal to facilitate improved patient service levels and improved management of the logistical aspects of surgical processes and resources.

- Researched best practices for reducing surgical wait times nationally and internationally
- Completed a gap analysis highlighting the differences in how surgical wait lists are handled in BC versus other provinces
- Identified potential solutions that could be implemented in BC to reduce surgical wait times
- Reviewed and documented current and future state patient journey

First Nations Health Directors Association **Project Manager** **Apr 2016 – Dec 2016**

Project: FNHDA Certification Program

Lead a team of curriculum writers to develop and implement the content and curriculum for an accreditation.

- Created a project plan to identify work effort from various stakeholders and key milestones
- Tracked project progression and reported to client on a weekly basis
- Created logs to track issues and risks
- Ran focus groups to help gather requirements for the curriculum

Gevity **Business Analyst** **May 2015 – Mar 2016**

Project: Optimization of Internal Operations

Ensured the company was poised to achieve their short and long term goals.

- Completed research, including gap analyses, to identify ways to reduce costs and increase process efficiencies
- Documented all cross functional processes, made improvement recommendations, and developed a plan to implement the new processes
- Gathered requirements, created user documentation, and trained users for a trial phase of a travel booking system
- Reviewed and negotiated contracts with various vendors to put Gevity in a position of strength
- Reported directly to the COO and CEO

BCCDC Pharmacy **Business Analyst** **Dec 2014 – Feb 2015**

Project: Requirements Analysis of Systems

Developed a deep understanding of all current processes, identified process improvements, and created a list of requirements that potential future state systems can be scored against.

- Worked with all levels of staff in the Pharmacy to gather information on their current business procedures and processes and how they use their systems
- Created highly accurate business documentation including process flow diagrams for all processes and identified process improvements
- Created current state and future state analysis reports
- Developed a list of requirements that can be used to assess the suitability of potential future systems

BC Ministry of Health **Business Analyst** **Apr 2014 – Oct 2014**

Project: Panorama BCY Implementation

Implemented the Case and Outbreak modules of Panorama across British Columbia and Yukon.

- Worked with multiple stakeholders to drive out requirements for all configuration of the Case and Outbreak modules and identified improvements to business processes
- Tested reports for multiple modules to ensure they would meet user expectations
- Developed test plans for UAT and supported and led several UAT sessions
- Created end user documentation to help new users quickly adapt to the new system
- Used aspects of Agile development, such as scrum and sprints, to develop and implement the system

BC Ministry of Health **Business Analyst** **Nov 2012 – Jan 2014**

Project: Panorama BCY Implementation

BC Ministry of Health, Panorama BCY Implementation. Implemented the family health, immunization, and communicable disease modules of Panorama across British Columbia and Yukon.

- During UAT sessions tested various releases with stakeholders, including end users (nurses), to ensure any critical issues were appropriately dealt with
- Provided post-system implementation support by tracking issues raised and providing solutions to end users
- Collected and tracked all configuration items and worked with several teams to ensure they were implemented correctly
- Documented business processes and identified improvements
- Used aspects of Agile development, such as scrum and sprints, to develop and implement the system

Alberta Health and Wellness **Business Analyst** **Aug 2012 – Oct 2012**

Project: Communicable Disease / Outbreak Management

Developed future state documentation for the CD / OM system.

- Utilized previously developed requirements documentation to develop a future state for the CD / OM system
- Created detailed future state workflow diagrams
- Delivered comprehensive documentation around the developed solution

Government of Alberta **Business Analyst** **Mar 2012 – Jul 2012**

Project: Adverse Event Following Immunization HL7 Messaging Specification

Examined and developed the business processes that would be required within the province of Alberta to report all adverse events following immunizations on a new system they will be implementing in the future.

- Mitigated or avoided any risks that the project could hit using strong analytical skills with ability to quickly identify and troubleshoot issues
- Identified potential system efficiency improvements and incorporated them into the business processes
- Gathered feedback from many stakeholders on the project to update and develop all business processes

Global Village Consulting **Business Analyst** **Jan 2012 – Mar 2012**

Project: First Nation Inuit Health Client Service Delivery System (CSDS) and Client Record Management System (CRMS) Implementation

Developed a current and future state analysis for the service management and technical requirements to ensure the successful implementation of the CSDS and CRMS systems.

- Led meetings with a wide variety of stakeholders to gather information needed to develop the current state

- Using a strong knowledge of industry best practices and principles, developed the hardware and software requirements that were needed for the systems to be able to run efficiently on the computers the various communities were using
- Compiled all the technical and service management information into presentations that could be understood by all stakeholders

Alberta Health and Wellness **Business Analyst** **Oct 2011 – Dec 2011**

Project: Communicable Disease / Outbreak Management

Gathered requirements for the CD / OM System by performing a gap analysis between the current state of the system AHW is using and the future state of CD / OM.

- Gathered and reviewed any existing material that could be relevant for the project
- Compiled and documented detailed business requirements into a formal detailed business requirements document with comprehensible use cases and supporting process flow diagrams
- Conducted requirements gathering workshops with stakeholders on a very tight schedule demanding each workshop be strategically planned and well executed

IBM **Business Analyst** **Jun 2011 – Oct 2011**

Project: Panorama Sustainment

Defect validation and test script composition for the Panorama system, IBM also required all the information to be input into their rational quality management system (RQM).

- Remained self-motivated and worked with limited supervision for extensive periods of time while creating high volumes of test scripts
- Designed hundreds of comprehensible test cases and scripts for all modules of Panorama that can be run by a team of testers at a later stage of the development of Panorama
- Worked with several other team members to compose a successful test plan from the system integrator's vague requirements

Government of Alberta **Business Analyst** **Feb 2011 – Jun 2011**

Project: Alberta Immunization HL7 Messaging Specification

Led and supported the development of Immunization HL7 message specifications, so that information may be accessed and shared between health care providers at the provincial level.

- Constructed a risk management plan to outline any issues the system could face and ensured each could be avoided or mitigated
- Developed business process models and use cases to address each task within the system
- Used very strong communication skills to develop and present information on a complex IM project by collaborated with appropriate parties to ensure clear and concise documents and presentations that conformed to the Government of Alberta's standards

KSSL Holdings Inc. **Project Manager** **Apr 2010 – Sep 2010**

Project: Akasha Website Development

KSSL Holdings Inc., Akasha website. Developed a website with extensive content while remaining user friendly and ensuring it would have a high Google ranking.

- Managed end to end budget of the project
- Tracked project progression against targeted milestone goals