

PROFESSIONAL EXPERIENCE DETAILS:

This document provides additional details related to the positions listed in the chronological work history section of my main resume. The document is not intended to serve as a full CV. Standard resume / CV available upon request – contact details shown below:

Contact info

Wayne Reaume
IT support Engineer
wayner@digialt.com
[Site: www.what2no.ca](http://www.what2no.ca)
Phone 819-431-2468

The information has been organized as shown in the chronological work history table below.

Position # in table / order	Position	Organization	Date(s)
1	Support Engineer	Electrical Safety Authority	Sept 2021 - present
2	Managed services support Engineer	Compugen Services LTD, Ottawa, Ont.	Dec 2018-Sept 2021
3	TAC support engineer	Fortinet technologies Canada	Aug 2017-Dec 2018
4	IT security specialist	INSA Corp	Aug 2016-Aug 2017
5	Managed services support	Compugen Services LTD, Ottawa, Ont.	Dec 2010-Aug-2016
6	Independent IT consulting	Digital Alternatives Group, Ottawa, Ont.	2004 – present
7	Systems Analyst	IKON Office Solutions, Ottawa, Ont.	Aug 2002 – Dec 2004
8	Marketing specialist	PWGSC, Ottawa, Ont.	Jan 2002 – Aug 2002
9	Storage Sales specialist	Compugen Services LTD, Ottawa, Ont.	Aug 2000 – Jan 2002
10	Senior Sales engineer	IKON Office Solutions, Ottawa, Ont.	Jun 1996 – Aug 2000
11	Networking Consultant	Compugen, Ottawa, Ont	Feb 1996 – Jun 1996
12	Networking division Team leader	Lanvista, Ottawa, Ont.	Dec 1995 – Feb 1996
13	Canon Canada / Office equipment	Numerous positions (mgmt, tech & sales)	Aug 1984 – Jan 1995

Organization:	(#1) Electrical Safety Authority
Time:	Sept / 2021 – Present
Position held:	Support engineer for core network and business systems operations for Electrical Safety Authority (Staff augmentation position to backfill staff member on sick leave). Responsible for delivery of highly available infrastructure IT services for internal and remote field staff in support of ESA activities across Ontario.
Activities and responsibilities:	Service delivery covers a wide-range of specific IT categories, as described by: ▪ Managing day to day infrastructure activities, tickets and reviews as required. ▪ Document current processes where appropriate. ▪ Perform routine (daily, weekly, monthly) health checks against various technologies. ▪ Manage incidents and service requests through assigned tickets via ITSM ticketing system including account administration for various platforms, troubleshoot escalated issues from L1 Helpdesk, investigate and troubleshoot alerts from various monitoring systems. ▪ Networking support: security appliances and technologies including; Firewalls, VPN, AV, IronPort, 2FA. ▪ Additional technologies worked with: Sharepoint, NetBackup, NetApp, Commvault, Microsoft Azure, Office 365, Microsoft SCCM. List of selected accomplishments: ▪ Participation in several significant initiatives, including Cloud backup transition from on-prem tape library, ITAM IT asset management to better track IT assets.

Organization:	(#2) Compugen's Managed Services division
Time:	Dec 2018– Sept 2021
Position held:	Support engineer for core network and business systems operations for Compugen's Managed Services division. Responsible for 24x7x365 delivery of highly available infrastructure IT services for Ottawa clients, and other clients across Canada. Note: third time working at Compugen.
Activities and responsibilities:	Service delivery covers a wide-range of specific IT categories, as described by: ▪ Core networking ▪ Security ▪ Message and collaboration ▪ Web and internet ▪ Servers and appliances ▪ Storage and backup ▪ Desktop support ▪ Software and hardware ▪ Wireless communication ▪ Printing ▪ Systems health monitoring ▪ Application deployment and patching ▪ Project management List of selected accomplishments 2018-present ▪ Successful onboarding /transition of several sizeable client infrastructure to managed services model.

Organization:	(#3) Fortinet TAC engineer
Time:	Aug 2017 – Dec 2018
Position held:	Security support engineer for security services delivery to Government and commercial clients in the Ottawa, Gatineau area. Responsible for: Migration from older Cisco and Checkpoint security platforms to Next Generation systems, development of Information Security Plans and Policies, Implementation of intrusion and protection measures, vulnerability testing, security breach monitoring and investigation.
Activities and responsibilities:	In-depth knowledge and experience with advanced security management concepts related to: ▪ Direct experience with anti-virus software, intrusion detection, firewalls and content filtering. ▪ Knowledge of risk assessment tools, technologies and methods. ▪ Experience designing secure networks, systems and application architectures. ▪ Knowledge of disaster recovery, computer forensic tools, technologies and methods. ▪ Experience planning, researching and developing security policies, standards and procedures. ▪ Professional experience in a system administration role supporting multiple platforms and applications. ▪ Ability to read and use the results of mobile code, malicious code, and anti-virus software. Advanced working experience & understanding of security and network infrastructure components, including: ▪ Fortinet security equipment (Fortigate, FortiDDOS, FortiAnalyzer, FortiSandbox). ▪ HP networking and wireless systems (MSM mobility, Procurve switches). ▪ Cisco networking and wireless systems (Catalyst switches and routers, WLAN).

Organization:	(#4) INSA CORP
Time:	Aug 2016 – Aug 1027
Position held:	Security support engineer for security services delivery to Government and commercial clients in the Ottawa, Gatineau area. Responsible for: Migration from older Cisco and Checkpoint security platforms to Next Generation systems, development of Information Security Plans and Policies, Implementation of intrusion and protection measures, vulnerability testing, security breach monitoring and investigation.
Activities and responsibilities:	In-depth knowledge and experience with advanced security management concepts related to: ▪ Direct experience with anti-virus software, intrusion detection, firewalls and content filtering. ▪ Knowledge of risk assessment tools, technologies and methods. ▪ Experience designing secure networks, systems and application architectures. ▪ Knowledge of disaster recovery, computer forensic tools, technologies and methods. ▪ Experience planning, researching and developing security policies, standards and procedures. ▪ Professional experience in a system administration role supporting multiple platforms and applications. ▪ Ability to read and use the results of mobile code, malicious code, and anti-virus software. Advanced working experience & understanding of security and network infrastructure components, including: ▪ Fortinet security equipment (Fortigate, FortiDDOS, FortiAnalyzer, FortiSandbox). ▪ HP networking and wireless systems (MSM mobility, Procurve switches). ▪ Cisco networking and wireless systems (Catalyst switches and routers, WLAN).

Organization:	(#5) Compugen's Managed Services division
Time:	Dec 2010– Sept 2016 (6yrs)
Position held:	Ground team support engineer for core network and business systems operations for Compugen's Managed Services division Responsible for 24x7x365 delivery of highly available infrastructure IT services for Ottawa clients, and other clients across Canada.
Activities and responsibilities	
Activities and responsibilities:	Service delivery covers a wide-range of specific IT categories, as described by: ▪ Core networking ▪ Security ▪ Message and collaboration ▪ Web and internet ▪ Servers and appliances ▪ Storage and backup ▪ Desktop support ▪ Software and hardware ▪ Wireless communication ▪ Printing ▪ Systems health monitoring ▪ Application deployment and patching ▪ Project management A number of noteworthy projects have been successfully delivered within the client environment since we started (2010), including: ▪ Installation and transition from Dell CX-300 SAN to Hitachi AMS2300 and AMS 2400 SANs ▪ Upgrade and migration from Exchange 2003 to Exchange 2010 ▪ Rebranding work associated with client name change (i.e. emails and web) ▪ Tripled size of WIFI access points and coverage areas (from 25 to 75) ▪ Quadrupled Blackberry device usage (from 25 to 100) ▪ Setup and configuration of dynamic routing between sites for fail-over ▪ Installation of new hot aisle cube racks ▪ Upgrade of over 300 new desktops from Win XP to Win 7 ▪ Upgrade of Active Directory from 2003 functional to 2008R2 ▪ Migration to new ISP, and changes made to make future similar changes easier ▪ Upgrades to a number of critical business systems (i.e. parking, point-of-sales, financial, etc.) ▪ Progress with Virtualization initiative which has significantly reduced the number of physical servers

Organization:	(#6) Digital Alternatives Group - Independent IT consulting services	
Time:	Dec 2004 – Dec 2010 (six years)	
Position held:	Independent IT consulting services - six (6) years of providing senior consulting, deployment and support services for Digital Alternatives Group. Work has included IT services for a number of firms, including: ▪ Customs Excise Union ▪ Capital Vocational Specialists ▪ Digital Alternatives Group ▪ RJ Skirda and Associates ▪ Phoenix Networks ▪ Franks Building supplies ▪ Law Society of Upper Canada ▪ PlantCML ▪ Numerous adhoc and situational support services for other firms	
Activities and responsibilities:	Network planning, design & security: Advanced working experience & understanding of LAN/WAN topologies and protocols, network architectures, and infrastructure components, including: ▪ LAN/WAN planning, architecture, design, consulting, and evaluation experience ▪ Setup, configuration and support for network infrastructure elements, such as: hubs, switches, routers, and cabling ▪ Experience with OSI and networking models; and client-server computing (i.e. TCP/IP and Ethernet) ▪ Active directory planning and support, along with domain controller setup and maintenance ▪ System security planning, support and threat assessments	Deployment and installation: Involvement in numerous deployment and migration projects as described by: ▪ Transition requirements development and deployment planning to achieve minimal disruption ▪ Deployment and implementation management participation as team lead and as team member ▪ Experience using Norton Ghost for system build to assist in standardized deployment results ▪ Development and delivery of software training and client education ▪ Windows 7, 2000, XP and Vista planning, migration, deployment, and support ▪ Microsoft Office 2000, 2002, 2003 and 2007 planning, migration, deployment experience ▪ Microsoft Outlook, 95, 2000, 2002, 2003 and 2007 deployment experience
	Trouble-shooting and support: Provision of effective user support and troubleshooting services in a Windows Server network and desktop environments, including: ▪ System upgrades to RAM, hard drives, network cards (NIC), and CPUs ▪ Provision of off normal hours (evenings, nights & week-ends) support for clients across Canada ▪ Remote support assistance in the form of Remotely Anywhere, VNC, Terminal services and Windows Remote services ▪ Windows server NT/2000/2003 support ▪ Microsoft Office 2000, 2002, 2003 and 2007 support experience ▪ Microsoft Outlook, 95, 2000, 2002, 2003 and 2007 support experience	Storage: Working experience and understanding with a wide range of storage related technologies and practices, including: ▪ Tape backup and disaster recovery planning ▪ Storage solutions, capacity planning and fault tolerance design ▪ Storage Area Network (SAN) ▪ Network Attached Storage (NAS) ▪ IBM storage technologies ▪ Expertise in installing, configuring and maintaining backup on server platforms ▪ Strong knowledge of Veritas Backup Exec ▪ Expertise in analyzing and resolving problems associated with sever hardware and software associated with the Enterprise Backup environment ▪ Have managed large server consolidation project

Organization:	(#6) Digital Alternatives Group - Independent IT consulting services – continued:	
Activities and responsibilities:	Message and collaboration: Experience with email systems design, planning and support aspects, including: ▪ Microsoft Exchange 2013, 2010, 2000 and 2003 ▪ Desknow 2.x and 3.x ▪ Mercury mail ▪ Blackberry BES and professional server ▪ Principal support contact for several mail servers in Ottawa ▪ Expert level troubleshooting experience with mail transport and delivery issues	Website creation & management: Experience with set-up of web aspects for small/medium size companies, including: ▪ Creation of web presence, portal development and hosting for small businesses, for both in-house hosted solutions and external 3rd party hosting ▪ Domain registration & DNS records ▪ Strong experience with Microsoft IIS web server ▪ Email redirection or self hosted mail servers ▪ Portal development: Maxwebportal, SOOP portal, Desknow, PHP Nuke, Joomla ▪ Web site design and development ▪ Microsoft FrontPage, CorelDraw, Dreamweaver, Xara, Sothink DHTML menu, Adobe Photoshop
	Print systems: In-depth knowledge and experience with advanced print management concepts related to: ▪ Outsourcing ▪ Reprographics ▪ Traditional Printing ▪ Distributed printing ▪ Digital reprographics ▪ Electronic printing Proficient in digital production with high end digital systems Including: ▪ Hi-end B/W systems from: Xerox, Ricoh, Canon and Toshiba and HP ▪ Digital colour offerings from: Xerox, Ricoh, Canon, Toshiba ▪ RIPs: Splash, EDOX, TR and Fiery Document planning and development ▪ Extensive experience in document planning and development, from conceptualization through pre-press digital files and production printing Total cost of ownership and cost reduction experience. ▪ Proven experience related to the analysis of current print / copy costs and development of strategies to reduce supported print/copy platforms and reduce operating costs.	Project management & business Analysis: Experience working directly with clients to gather, document and formalize business needs into detailed technical requirements, specifications, prioritized objectives, goals and subsequent project plans. ▪ Experience with contract negotiations, supplier management and purchasing services for projects ▪ Outsourcing analysis, feasibility studies, recommendation development, supplier assessment and selection, and business case development ▪ Leadership experience with numerous IT projects, from initial feasibility studies and research, through systems analysis, design, development, and post-deployment review ▪ Experience with business requirements definition, risk identification, potential success inhibitors, scope management, contracts and SOWs, and ensuring that high levels of quality are maintained ▪ Responded to many RFPs on a wide range of products and services ▪ Written several RFPs along with rating guides for non-technical staff members

Organization:	(#7) Ikon Office solutions - Systems analyst
Time:	Aug 2002 - Dec 2004 (2 years)
Position held:	Systems analyst - Pre-sale and technical services in support of Ikon's digital connected products.
Activities and responsibilities:	Technical activities included: ▪ Project planning, project management, implementation and post-sales technical support responsibilities for digital colour, monochrome and communication solutions. Including: the creation and maintenance of project plans and schedules, execution of project plans, quality assurance, schedule, costs, scope, and risk management, as defined by specific customer needs, objectives and environments. ▪ Analysis of existing manually intensive and digital processes and systems, and identification of areas for re-engineering and improvement. ▪ Planning and conducting user acceptance testing of new installations, including: creation of QA documents, test plan and benchmark/testing specifications. ▪ User Training for new products. Including: creation of training Plan, manuals/documentation, and the execution of the training plan. ▪ Project Manager responsibilities associated with coordinating the migration from the existing platform(s) to Ikon's solution. ▪ Technical support and troubleshooting responsibilities with software and workflow aspects of solution, including: digital pre-press software, general business software and professional level graphics software. Business development activities included: ▪ Teamed with the sales department to identify and manage opportunities, develop account strategies and execute on the plans to provide pre-sales support, and help meet sales revenue targets. ▪ Responsible for demonstrations and proof of concept projects - including planning, configuration, software / hardware installation, personnel management and user training - for prospective clients. ▪ Coordinated with sales management and technical management to resolve critical issues and outstanding customer/project requirements. ▪ Managed pre-sales activities in support of established revenue goals. Provided sales support for general sales activities, sales campaigns, and major accounts. ▪ Maintained up-to-date knowledge of the IT market and the industry's future technological trends in order to continue successful sales results.
Technical environment aspects	▪ Deployment and support for products within a wide-range of technology environments for successful integration with servers (MS 2000, NT, Linux), mail systems (Exchange 5.5/2000, Lotus, Desknow & Mercury), desktop operating systems (MS &, XP, 2000 and NT), desktop applications (MS Office 2000/2003, Open Office, Adobe suite, CorelDraw, Visio), and digital imaging solutions (Fiery RIPS, Canon and Ricoh MFDs, TR Powerpress RIPS)
Selected accomplishments	▪ Senior role / participation in a number of successful large sales / deployment initiatives, including: Zarlink, College of Physicians and Surgeons, MBNA, and Transport Canada.

Organization:	(#8) PWGSC - Marketing specialist
Time:	Jan 2002 - Aug 2002
Position held:	Marketing specialist - short-term contract position for the development of a marketing and user uptake/adoption strategy for the Government of Canada Marketplace (GoCm) project.
Activities and responsibilities:	Activities included: ▪ Gathering, collation and analysis of large amounts of relevant data from internal and external government and private sector users and operators. The information and subsequent conclusions assisted project requirements definition efforts and the development of user adoption processes. ▪ Analysis and feasibility studies of options to assist in transitioning the project from identified business objectives to an in-place and operational status. ▪ Conducted broad-scale, cross sectional reviews of internal stakeholders, external suppliers and end-users to coordinate and integrate suggestions, feedback, and develop marketing and uptake requirements. ▪ Development of marketing and user uptake/adoption strategy for the Government of Canada Marketplace project.
Technical environment aspects	▪ Worked with <i>standard desktop business software</i>. Microsoft Word 2000, Outlook 2000, PowerPoint 2000, Visio 2000, Project 2000, FrontPage 2000, Photoshop 5.
Selected accomplishments	▪ Participated in establishing critical MOU (memorandum of understanding) participation for a number of key lead departments for use of the Government of Canada Marketplace. ▪ Contributions to user uptake/adoption section of main RFP for service delivery of Government of Canada Marketplace E-commerce solution.

Organization:	(#9) Compugen - Storage sales specialist and sales engineer
Time:	Aug 2000 - Jan 2002 (2 years)
Position held:	Storage sales specialist and sales engineer - technical Pre-sales engineer position with broad technical and sales responsibilities
Activities and responsibilities:	Technical activities included: ▪ Extensive business analysis experience in terms of client current-state usage, volumetrics, document workflow, issues and business process evaluation. ▪ Oversaw large, medium and small-scale solution implementations from analysis to operation in order to manage client expectations, functionality, time, and cost. ▪ Delivery of user and administrative training related to deployed solutions ▪ Fulfilled both the technical and sales position simultaneously Business development activities included: ▪ Delivered pre-sales technical assistance through all aspects of the sales cycle, including corporate and product overview presentations, demonstrations, responding to RFPs/RFIs, and creating SOWs for professional services ▪ Development of reports, findings summaries and requirements definitions related to the justification of proposed solutions at a business case level. ▪ Presentation of IT business proposals to commercial and federal government clients, directors, partners and executives. ▪ Business requirement definition and the translation of prospective customer requirements into recommendations for new or enhanced storage related products and features. ▪ Supported sales team, prospects and customers with consultative technical expertise throughout the sales cycle. ▪ Conducted research and compiled competitive analysis information for the sales team. ▪ Business development activities such as cold calling, sales call assistance and accurate management of sales pipeline and forecasts. ▪ Developed and delivered training materials as needed for field and channel sales. ▪ Participated in national and international tradeshow and other networking events, as needed by providing training, demonstration and speaking services.
Technical environment aspects	▪ Deployment and support for products within a wide-range of technology environments for successful integration with servers (MS 2000, NT, Linux), mail systems (Exchange 5.5/2000, Lotus, Desknow & Mercury), desktop operating systems (MS &, XP, 2000 and NT), and desktop applications (MS Office 2000, Open Office, Adobe suite, CorelDraw, Visio), and storage systems (IMB Shark, NAS, Veritas).
Selected accomplishments	▪ Successful deployment of over 100 Blackberry's at PCH (Canadian Heritage). Designed and tested a solution based on an MS-Exchange Blackberry server with communication to Lotus Notes via Exchange/Notes connector. Installed prototype system and ran extensive tests. Rolled out initial version without Calendar synchronization and later upgraded solution to support calendar synching and optimization fixes. Final deployment included over 100 handheld units. ▪ Project manager enterprise-wide server/storage consolidation initiative at Canadian Heritage (2000) ▪ CIO award for Project manager & team lead of Minister's Blackberry project - Canadian Heritage (2000) ▪ Senior role / participation in successful startup of Compugen's Storage and computer security initiatives (2001)

Organization:	(#10) Ikon Office Solutions - Senior Sales engineer
Time:	Jun 1996 - Aug 2000 (4 years)
Position held:	Senior Sales engineer - pre-sale and technical services in support of Ikon's digital connected products.
Activities and responsibilities:	Technical activities included: ▪ Project management activities for implementation of Ikon's digital colour product line-up. Including: the creation and maintenance of project plans and schedules, execution of project plans, quality assurance, schedule, costs, scope, and risk management. ▪ Worked closely with existing and new clients to gather, define and document business requirements for new solutions and enhancements to existing solutions, as dictated by specific customer needs, objectives and environments. ▪ Analysis of existing manually intensive and digital processes and systems, and identification of areas for re-engineering and improvement. Planning and conducting user acceptance testing of new installations, including: creation of QA documents, test plan and benchmark/testing specifications. ▪ User Training for new products. Including: creation of training plan, manuals/documentation, and the execution of the training plan. ▪ Project Manager responsibilities associated with coordinating the migration from the existing platform(s) to Ikon's solution. Business development activities included: ▪ Worked with sales team to identify and manage opportunities, develop account strategies and execute plans to provide pre-sales support, and help meet sales revenue targets. ▪ Responsible for demonstrations and proof of concept projects - including planning, configuration, software / hardware installation, personnel management and user training - for prospective clients. ▪ Coordinated with sales management and technical management to resolve critical issues and outstanding customer/project requirements. ▪ Managed pre-sales activities in support of established revenue goals. Provided sales support for general sales activities, sales campaigns, and major accounts.
Technical environment aspects	▪ Deployment and support for products within a wide-range of technology environments for successful integration with servers (MS 2000, NT, Linux), mail systems (Exchange 5.5/2000, Lotus, Desknow & Mercury), desktop operating systems (MS &, XP, 2000 and NT), desktop applications (MS Office 2000, Open Office, Adobe suite, CorelDraw, Visio), and digital imaging solutions (Fiery RIPs, Canon and Ricoh MFDs, TR Powerpress RIPs)
Selected accomplishments	▪ Successful start-up implementation of IKON's Digital Colour program. (1996 - 2000). Over 400 digital colour installations. ▪ Designed and setup Connected Products Handling Policies and Guidelines - still in use today ▪ Senior role / participation in a number of successful large sales / deployment initiatives, including: RCMP, NAV Canada, PSAC, and MDS Nordion.

Organization:	(#11) Compugen Systems - Networking consultant
Time:	Feb 1996 - Jun 1996
Position held:	Networking consultant - short-term contract position providing consulting services for the design and support of local and wide area networks.
Activities and responsibilities:	Technical activities included: - Conducted feasibility and network analysis studies, and created flow charts and schematic diagrams to describe systems and processes. Designed solutions to meet specific requirements. - Applied technical experience and industry knowledge to translate identified client business objectives into finalized technical requirements. - Provision of end-user technical support, network troubleshooting and situational support services as required.
Technical environment aspects	Deployment and support for products within a wide-range of technology environments for successful integration with servers (MS NT 3 & 4, Linux), mail systems (Exchange 5.x), desktop operating systems (Windows 95 and NT), and desktop applications (MS Office, Open Office, Adobe suite, CorelDraw, Visio).
Selected accomplishments	- Solved significant Red Cross WordPerfect keyboard lockup issue, which affected 2000 desktops – country wide. - Identification of key root cause infrastructure issues responsible for sub network performance at the Canadian Pharmaceutical Association.

Organization:	(#12) Lanvista - Networking division team leader
Time:	Dec 1995 - Feb 1996
Position held:	Networking division team leader - Provided team management and technical consulting services for the design and support of local and wide area networks.
Activities and responsibilities:	Technical activities included: - Senior networking specialist with supervision and training responsibilities for junior IT team members. - Conducted feasibility studies and systems analysis, and created flow charts and schematic diagrams to describe systems and processes. Designed solutions to meet specific requirements. - Managed the integration of sold networking solutions within both small and large organizations. Trained users and network system administrators on system usage and maintenance. - Provided advanced network troubleshooting support to solve operational problems by diagnosing problems with tools such as packet analyzers and sniffers. Further related work involved evaluating repair costs and co-coordinating problem resolution with in-house resources or by service contract means.
Technical environment aspects	Deployment and support for products within a wide-range of technology environments for successful integration with servers (MS NT, Novel 3 & 4), mail systems (GroupWise), desktop operating systems (Windows 3 and 95), and desktop applications (MS Office, Open Office, Adobe suite, CorelDraw, Visio).
Selected accomplishments	- Lectured to McGill University IT team on Netware 3.11 to 4.x strategies & NDS guidelines for major Campus LAN/WAN upgrade. - Analyzed, designed & managed the implementation of PAPRICAN's major network upgrade from Coax cabling and DOS systems to 10BaseT, Fiber optics and Windows 95.

Section 2 – Professional experience – details – continued:

Organization:	(#13) Canon - Numerous positions (mgmt, tech & sales)
Time:	Aug 1984 - Jan 1995 (11 years)
Position held:	Numerous positions (mgmt, tech & sales) over 11 years, described in the section below.
Activities and responsibilities:	Networking division manager: ▪ Responsible for overall leadership and supervision of the Networking division and direct supervision of eight (8) staff. ▪ Managed projects related to network installations, support and participated in network infrastructure design, technology considerations, development deployment / migration strategies plans. ▪ Services professionally managed and delivered within recognized helpdesk systems and established client policies, procedures and processes ▪ Extensive post deployment/support follow-up activities with clients to ensure all problems are resolved to the client's satisfaction, according to established support standards. Graphics division sales specialist: ▪ Analysis and identification of specific industry markets for which Canon's products are appropriate, as well, the potential uses, values and benefits to be derived through their proper application. ▪ Direct sales experience with many types of digital business systems, including: computers, professional services, colour copiers, printers, imaging systems and related products and services. ▪ Wrote numerous proposals, reports, and RFP submissions. ▪ Extensive experience with high-level executives and decision makers in both business and government. ▪ Development of excellent verbal and written communication skills, including: proposal creation, contract negotiation, seminar coordination, teaching and presentations ▪ Experienced in dealing with independent organizations, including: OEMs, VARS, Distributors, Systems Integrators, Management Consultants and Software Developers. ▪ Experienced with the conception and design of a variety of marketing / advertising pieces for: sales campaigns, special events, charity activities, trade shows, service offerings, etc. ▪ Responsible for the implementation of several successful marketing programs ▪ Experience with the use of surveys as a sales tool to gather end-user feedback and identify needs. Networking division team member: ▪ Novell network design, implementation and support services for Canon clients. ▪ Administration of client/Server based environments for solutions sold by Canon, and also in cases where clients with equipment provided by other organizations. ▪ Managed all aspects of internal Canon Novel 3 and 4 network (100 users). Included backup, day-to-day operations, user admin, upgrades, support and troubleshooting. ▪ Design, planning, installation and support services for Newbridge 1082 and 1032 network controller devices. ▪ Managed projects related to network installations and support and participated in network infrastructure design, technology considerations, development of installation or migration strategies and installation plans.

Section 2 – Professional experience – details – continued:

Organization:	(#13) Canon - Numerous positions (mgmt, tech & sales) - continued
Technical environment aspects	▪ Deployment and support for products within a wide-range of technology environments for successful integration with servers (IBM O/S2, Novel 3 & 4), mail systems (Novell GroupWise), desktop operating systems (Dos 1-6, Windows 3), and desktop applications (WordPerfect, MS Office, Adobe suite, CorelDraw).
Selected accomplishments	▪ Successful setup and creation of authorized Novell Education Center (NAEC). Project delivered within established \$1 million startup and first year operating budget. ▪ Designed, planned and implemented entire Customs Excise Union LAN & WAN infrastructure, including ISDN WAN connections to Canada-wide Netware 250 server PSAC WAN. ▪ Participated in PWGSC rollout of first major standardized Desktop, server, & LAN/WAN initiatives. Wrote custom software menu system to facilitate dual boot configurations (Turbo Pascal v6). ▪ Developed administrative and standard operational procedures (SOP) for connected products (still in use today).