

Summary

Marco Landry is a highly experienced Business Analyst/Project Manager who has demonstrated the ability to guide diverse teams of professionals to new levels of success in a variety of highly competitive businesses, cutting-edge markets, and fast-paced environments. Strong technical and business qualifications with an impressive track record with 15 years of hands-on experience in strategic planning, IT, consulting, project/product management, customer service and account management. Mr. Landry has the proven ability to successfully analyze an organization's critical business requirements, identify inadequacies and potential opportunities, and develop innovative and cost-effective solutions for enhancing competitiveness, increasing revenues, and improving customer service experience.

Areas of expertise

- Project Management
- Collaboration tools / Web 2.0
- Knowledge Management
- Enterprise Portals
- Business Analysis

Security Clearance

- Secret

Languages

- Spoken – French, English
- Written – French, English

Education

- B.Sc, Computer Science, University of Sherbrooke, Sherbrooke Quebec

Experience Summary

Ref. #	Company	Role	Time Frame	Duration
14	Open Text Corporation	Senior Business Analyst	August 2008 to present	Ongoing
13	NAV Canada	Consultant	June 2008 – August 2008	3 months
12	Transport Safety Board of Canada	Consultant	May 2008 – June 2008	1 month
11	Export Development Canada	Portal Specialist	August 2007 to May 2008	10 months
10	International Development Research Centre of Canada	Consultant	January 2007 – August 2008	20 months (part time)
9	Sport Information Resource Centre	Director of IT	September 2003 – August 2007	48 months
8	Robert Half Technology (several engagements)	System Analyst / Business Analyst	September 2004 – August 2008	48 months (part time)
7	Robert Half Technology	Technical Account Executive	March 2003 – September 2003	7 months
6	Digital Lightwave Inc.	Strategic Business Manager	April 2002 – March 2003	12 months
5	Simbol Test Systems Inc.	Project Manager	November 2001 – April 2002	6 months
4	Nortel	Project Manager – Installation Service Technology	April 2001 – November 2001	8 months
3	Nortel	Project Manager – Global Customer Care Services	January 2000 – April 2001	17 months
2	Nortel	Y2K Project Manager	August 1998 – January 2000	18 months
1	Nortel	System Analyst	September 1995 – August 1998	36 months

Experience Details

Reference #:	14	
Client:	OpenText	
Project:	Canadian Public Sector	
Role:	Senior Business Analyst	
Duration:	August 2008 - present	
Technical Environment:	Livelink ECM	Microsoft Office SharePoint Server
	Microsoft Project	OpenText BPM Server
Project Description:	The Canadian Public Sector (CPS) is a unit within Open Text that is responsible for all activities conducted by Open Text within all levels of government within Canada, including federal, provincial and municipal.	
Role Description:	<p>As a Senior Business Analyst member of the CPS team, Mr. Landry is responsible for analyzing and determining the business requirements that meet client needs. The following summarizes the key tasks that he performs:</p> <ul style="list-style-type: none"> ➤ Evaluate, improve and document existing internal business processes ➤ Review business, technical and functional requirements and provide advice for proposal preparation ➤ Developed collaboration deployment framework ➤ Elicitation, analysis, documentation and review of requirements for accuracy and present them to the project team for inclusion in various proposals ➤ Attend various training sessions and seminars ➤ Implement collaborative workspaces and strategies to share project information with clients ➤ Worked in collaboration with the IM/IT team at the Financial Transactions and Reports Analysis Centre of Canada to automate various processes with the Open Text BPM Server ➤ Delivering demos and overview sessions for various products 	

Reference #:	13	
Client:	NAV Canada	
Project:	Operation Analysis	
Role:	Business Analyst (Consultant)	
Duration:	June 2008 – August 2008	
Technical Environment:	Microsoft .NET	SQL Server 2005
	XML	HTML
Project Description:	This initiative involved the analysis, design and implementation of a custom application allowing various level of management to determine and track hiring and staffing trends for the operational staff across Canada.	
Role Description:	<p>The following summarizes key tasks Mr. Landry performed:</p> <ul style="list-style-type: none"> ➤ Gather, analyze and document the business requirements. This includes tasks to facilitate discussion sessions with the client and other stakeholders ➤ Coordinating work activities for the design team, the clients and the system analysts ➤ Define features and services required to support the requirements, in the form of a functional specification ➤ Complete status reports on each phase of the project, specifically, Analysis, Design and Testing phases ➤ Leading the development cycle of the Operational Analysis Reporting System 	
Reference #:	12	
Client:	Transportation Safety Board of Canada	
Project:	Documentation of .NET Components	
Role:	Business Analyst	
Duration:	May 2008 – June 2008	
Technical Environment:	Microsoft .NET	Microsoft Visio
	UML	SharePoint Server 2003 and 2007
Project Description:	Provided some assistance in structuring / organizing and adding content to a Technical Architecture Document facilitating the upgrade of SharePoint Server 2003 to Microsoft Office SharePoint Server 2007 (MOSS)	
Role Description:	<p>In this role, Mr. Landry performed the following tasks:</p> <ul style="list-style-type: none"> ➤ Provided strategic advice, recommendations and documentation for migration from SharePoint 2003 to Microsoft Office SharePoint Server (MOSS) 2007 	

	<ul style="list-style-type: none"> ➤ Reversed engineered the application and the data architecture to document the Information System architecture for the Transportation Investigation Information Management System (TIIMS) ➤ Assisted with the implementation of a new Software Development Life Cycle (SDLC) ➤ Defined and documented implementation processes required to support change management and project implementation
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Reference #:	11
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Client:	Export Development Canada
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Project:	MOSS Implementation
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Role:	Business Analyst (Consultant)
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Duration:	August 2007 – May 2008
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Technical Environment:	MOSS	Taleo
	SharePoint Designer	WSS

Project Description:	Provide an interface between the business and IT to assess enterprise portal needs and facilitate the implementation of technical solutions
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Role Description:	<p>The following summarizes the key tasks that Mr. Landry performed:</p> <ul style="list-style-type: none"> ➤ Established Enterprise Governance plan by identifying lines of ownership for both business and technical teams ➤ Providing strategic insight and direction for the Enterprise portal and its associated processes and technologies ➤ Responsible for translating business needs addressed by the steering committee into initiatives for the portal and coordinating Portal administrative efforts ➤ Worked with Enterprise Information Team to define taxonomies, thesauri, file plans and metadata ➤ Working in conjunction with Information Centre to provide assessment of Business processes for efficiency and opportunities for automation, including technical and process solutions ➤ Designing business processes and gathering requirements with an awareness of corporate impact on key stakeholders ➤ Developing business case justifications and cost/benefit analyses for IT spending and initiatives
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Reference #:	10	
Client:	IDRC	
Project:	Basic Content Service	
Role:	Business Analyst (Consultant)	
Duration:	January 2007 – August 2008	
Technical Environment:	Microsoft Project	Microsoft Visio
	BCS	DSpace
Project Description:	Identified / Interviewed and short listed potential ECM vendors	
Role Description:	<p>Mr. Landry:</p> <ul style="list-style-type: none"> ➤ Defined and structured IDRC's ECM challenge: <ul style="list-style-type: none"> ○ Interviewed key stakeholders ○ Gathered and prioritized high-level requirements ○ Created high-level decision tree (hierarchy of selection criteria based on needs) covering functions and features, technology, cost, services, viability, vision, etc ➤ Performed market assessment to identify potential solutions: <ul style="list-style-type: none"> ○ Researched and identified relevant solutions ○ Issued a request for information (RFI) to software vendors on the long list ○ Evaluated the solution provider responsibility and their solution responsiveness (by building a decision matrix, analyzing strengths and weaknesses) ○ Ranked solutions, identified a "top three" 	

Reference #:	9	
Client:	SIRC	
Project:	IT	
Role:	Director of IT	
Duration:	September 2003 – August 2007	
Technical Environment:	Microsoft Exchange	Microsoft IIS
	Microsoft SharePoint 2003	Microsoft Windows Server 2003
	Microsoft SQL Server	ColdFusion, HTML, XML, PHP
Project Description:	Management of the IT department, technical initiatives and activities for the centre.	
Role Description:	<p>The following tasks summarizes the key tasks performed y Mr. Landry in this role:</p> <ul style="list-style-type: none"> ➤ Responsible for the definition and development of project plans, scope parameters, staffing resource requirements, project timelines and expense budgets ➤ Identify, negotiate and obtain project resources with appropriate skill levels ➤ Providing technical leadership and guidance to staff and other sports organizations worldwide ➤ Translating marketing requirements to the development teams in their own language and providing continuous feedback to the designers ➤ Tracking deliverables against the schedule, budget, and quality requirements. Identifying gaps against planned delivery, quality or budgets and driving mitigation ➤ Conducting technical IT audits and recommending/implementing process improvement ➤ Responsible for annual and multiyear plans and budgets 	
Reference #:	8	
Client:	Robert Half Technology	
Project:	Multiple engagements	
Role:	System Analyst / Business Analyst	
Duration:	September 2004 – August 2008	
Technical Environment:	Microsoft Windows Server 2003	Active Directory
	IIS	SaaS / Web Hosting

Project Description:	Mr. Landry provided subject matter expertise to assist various customers choosing/implementing and supporting various technology initiatives.	
Role Description:	<p>Mr. Landry:</p> <ul style="list-style-type: none"> ➤ Developed requirements analyses, technology plans, systems architectures and vendor management strategies ➤ Advised clients on advancements in technology, including H/W, S/W, WAN, LAN, ISP, hosting and security ➤ Assists several SMBs in maintaining smooth and timely system rollouts, upgrades, ongoing preventative maintenance and Business Continuity Plans ➤ Provided expertise on feasibility/risk analysis surveys, business process engineering, process improvement, due diligence studies, Business Continuity Plan, IT/MIS security audits, strategic planning, and staff augmentation/recruiting ➤ Contracted to assist with troubleshooting and/or resolving problems with Exchange, SPS, IIS, SQL, DNS, DHCP and Active Directory 	
Reference #:	7	
Client:	Robert Half Technology	
Project:	Sales and Marketing	
Role:	Technical Account Executive	
Duration:	March 2003 – September 2003	
Technical Environment:	Microsoft Project	Microsoft Visio
Project Description:	Provided expert technical leadership and advice for technological staffing requirements	
Role Description:	<p>The following summarizes key tasks performed by Mr. Landry:</p> <ul style="list-style-type: none"> ➤ Managing several accounts ranging from small companies to Fortune 500 companies, also responsible to support several crown corporations ➤ Working with customers to provide just-in-time staffing ➤ Interviewing consultants to provide individuals with proven abilities and industry experience ➤ Developed Marketing material to promote the corporation ➤ Utilizing my technical skills and industry experience to identify customer staffing requirements and providing them with the highest quality technical professionals ➤ Perform sales activities; forecasting, account management and other related sales administrative tasks to grow assigned business profitability 	

Ref#:	6	
Client:	Digital Lightwave	
Project:	North American Strategic Accounts	
Role:	Strategic Account Manager	
Duration:	April 2002 – March 2003	
Technical Environment:	SONET / SDH	Unix
	Windows Server 2000	
Project Description:	Strategic sales of Optical Test Equipment across North-America.	
Role Description:	<p>Mr. Landry was responsible for the sales, sales support, product introduction and customer verification of the products sold through the Strategic Sales Organization. The main tasks assigned to Mr. Landry during this assignment where:</p> <ul style="list-style-type: none"> ➤ Developed periodic and ad hoc analysis of business results for existing and proposed strategic projects ➤ Coordinated preparation and delivery of project deliverables, design documents and bid packages ➤ Oversaw the evaluation of new third party products and established sales strategies for those new products ➤ Responsible for day-to-day communication between sales, engineering and marketing departments, the articulation of its goals and objectives, and of its effective plans in alignment with the goal and objective of the company, in support of the appropriate business plan for the Strategic Sales organization ➤ Directed marketing strategies, business development plans and product development projects for 4 Fortune 500 companies 	
Reference #:	5	
Client:	Simbol Test Systems	
Project:	IT	
Role:	Project Manager	
Duration:	November 2001 - April 2002	
Technical Environment:	Symantec VPN appliances	Unix / Web Hosting
	PHP	MySQL
	Windows Server 2000	Accomba

	<p>the North American installation team (3500 installers)</p> <ul style="list-style-type: none"> ➤ Duties included managing the complete development lifecycle, process re-engineering, customer status reporting and issues resolution, and implementation of quality assurance procedures. Key documents and project plans were maintained in the Corporate Knowledge base system
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Reference #:	3	
Client:	Nortel Networks	
Project:	New Product Introduction of OPTera ConnectDX	
Role:	Portfolio Manager – Global Customer Care Services	
Duration:	January 2000 – April 2001	
Technical Environment:	Microsoft Project	Microsoft Visio
	SONET / SDH	
Project Description:	Developed and Implemented the service readiness strategies for Global Customer Care Services within the OPTera Connect DX portfolio.	
Role Description:	<p>Mr. Landry was responsible for the following tasks:</p> <ul style="list-style-type: none"> ➤ Accountable for the strategic planning and for the market introduction of the OPTera Connect DX product line ➤ Technical advisor and subject matter expert for introducing new test and measurement equipment for the Installation Tool Room ➤ Worked with various Test and Measurement vendors to acquire proper testing tools to deploy Optical Networking equipment ➤ Worked collaboratively with the New Product Introduction (NPI) team to ensure Service Readiness was achieved when introducing new Optical networking Products ➤ Involved with the Mergers and Acquisition team to establish common Method of Procedures within Customer Care ➤ Oversaw several initiatives to improve the Design For Serviceability of the Optical Portfolio 	

Reference #:	2	
Client:	Nortel	
Project:	Y2K Software Upgrade	
Role:	Project Manager	
Duration:	August 1998 to January 2000	
Technical Environment:	BCP	MS Project
	UNIX	Visio
Project Description:	Project Managing the upgrade of Nortel's optical telecommunication products across North America. Also design and supported the BCP plan for the Optical Network division.	
Role Description:	<p>The following summarizes the key tasks Mr. Landry performed:</p> <ul style="list-style-type: none"> ➤ Ensured that planning, forecasting, processing and executing of Software Upgrades met Global Customer Service direction and customer Expectations ➤ Performed exposure assessments for Y2K programs ➤ Facilitated activities and meetings with Customers and Field Operation team to ensure Fiber Optic Equipment was upgraded to compliant software loads ➤ Developed and implemented Y2K Business Continuity Plan (BCP) with different functional team and different Lines Of Business ➤ Managed staff requirements during key transitions ➤ Ordered and tracked material required to perform system upgrades/retrofits 	

Ref#:	1	
Client:	Bell Northern Research	
Project:	Software Upgrades	
Role:	System Analyst	
Duration:	September 1995 – August 1998	
Technical Environment:	C, C++	Unix Scripting
Project Description:	Mr. Landry was responsible for the project lifecycle of the software upgrade utilities for SONET products.	
Role Description:	<p>Mr. Landry:</p> <ul style="list-style-type: none"> ➤ Was the architect responsible for the design of a new upgrade strategy for the next-generation of optical systems ➤ Gathered and reported progress based on Software Metrics (Productivity, Quality, Lines of Code) ➤ Gathered and managed software requirements from hardware and firmware teams ➤ Performed usability studies to reduce the upgrade time. Those studies reduced the required upgrade window by 37% in one software release 	

Professional Memberships

- Member of the Project Management Institute (PMI)
- Member of the Association for Information and Image Management (AIIM)

Training and Certifications

- ITIL – Foundation Certificate in IT Service Management
- Livelink ECM – 101 Knowledge Fundamentals
- Livelink ECM – 229 Records Management and Physical Objects
- Livelink ECM – 232 Workflow Design
- Livelink ECM – 223 Designing and Implementing Livelink Forms
- Livelink ECM - Enterprise Server Consultant Certification Program - OTLBC
- AIIM BPM Practitioner
- AIIM BPM Specialist

Technical Experience Summary

Operating Systems:	Windows 3.1, 95, 98, 2000, XP, Vista, Server 2000, 2003, HP-UX, SUN OS, Linux (Red Hat)
Languages:	PHP, C, C++, Java, SQL, Assembler, CSS, ColdFusion, CSS, HTML, XML, UNIX Scripting, Postscript, JavaScript
Hardware:	Dell PowerEdge Servers, Meridian, Nortel Optera, Symantec VPN Appliances, Overland Tape Backup Solutions, Fortinet
Databases:	MySQL, MS SQL Server 2000 and 2003
Applications:	<ul style="list-style-type: none">• Microsoft Office 95, 97, 98, 2000, 2003 and 2007• MS Project 95, 2000, 2003• MS Visio 2000, 2003• Microsoft Office SharePoint Server and Windows SharePoint Services• MS CRM 3.0• Open Text Livelink 9.7.1• Open Text Enterprise Connect• Open Text BPM Server• GFI Mail Essentials• Declude• McAfee Anti-virus and ePolicy Orchestrator• IP Switch Imail• BlackBerry Enterprise Server• MS Project Server• Veritas Backup Exec• Photoshop• Adobe Acrobat• Microsoft Exchange• Cuadra Star• Microsoft IIS