

KEITH JAMES MANN

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Professional Profile

Information Technology Leader with the demonstrated ability to generate innovative solutions.

- Team Leadership
- Business Intelligence
- Enterprise Architecture
- Software Engineering Methodologies
- System Analysis and Design
- Business Process Management

Selected Achievements

- Led a team of seven with responsibility for the architecture, integration, development, technical operation and ongoing evolution of financial and human resources systems that support over 5,000 people.
- Produced the technical architecture for a \$30,000,000 ERP project. The standards-oriented architecture, based on The Open Group Architectural Framework (TOGAF), covered systems management and security as well as hardware and software components.
- Implemented a software change request process to prioritize projects based on their calculated benefit and achievability. This allowed the development team to demonstrate over \$1,000,000 in savings to the company while eliminating the subjective assignment of their time.
- Completed the company's intensive 12-session leadership development program made available to selected managers from across Canada.
- Developed a framework to evaluate the effectiveness of emerging technologies in addressing real-world challenges.
- Introduced interactive visual data mining tools to the company, moving financial analysts beyond static reports and graphs.
- Championed the use of Microsoft SharePoint for document management to replace expensive and poorly-accepted alternatives. Wrote custom software extending SharePoint to automatically generate document serial numbers. Over 5,000 users now have single-point access to their business's complete collection of documents.
- Negotiated and achieved team goals for system availability and customer satisfaction by combining best practice-based procedures and instilling a sense of ownership of the systems within the team.
- Instituted the use of Oracle Enterprise Manager to continuously monitor software and hardware components, proactively alert administrators of trouble, ensure adherence to

system configuration and security best practices, and benchmark and forecast system performance to avoid capacity shortfalls.

- Established a company-wide community of practice for database professionals, bringing geographically diverse talent together to share knowledge and solutions, thereby reducing expenditures on outside consultants.
- Conducted a security threat analysis and solution design for financial systems, using the Information Security Systems Engineering (ISSE) process.
- Created a comprehensive disaster recovery plan for the company's enterprise systems and conducted successful testing through simulated scenarios.
- Negotiated a contract with hardware vendors that reduced maintenance costs by 60%.
- Managed external audits of enterprise systems for three years, achieving resolution of all issues and concluding the most recent audit with zero new concerns.

Professional Experience

Senior Technical Analyst
June 1997 to Present

AMEC
Oakville, Ontario, Canada

As the senior technical analyst in North America for AMEC's Global Business Systems department, had overall technical responsibility for enterprise systems.

Selected Skills: Leadership; enterprise architecture; application integration; software development; programming; systems operation; systems management; systems support; information security.

Selected Technologies: Networks; Intel Hardware; Sun Hardware; Red Hat Enterprise Linux; Sun Solaris; Microsoft Windows; Oracle Applications; Penta Financials; Oracle Database; Oracle Application Server; Oracle Enterprise Manager; Oracle Warehouse Builder; Oracle Discoverer; Tableau; PL/SQL; XML; Java; C#; .NET; Microsoft SharePoint; Oracle Message Broker; Oracle Human Resources; UML; Rational Unified Process.

Consultant/Owner
June 1990 to May 1997

Spot Software
Hamilton, Ontario, Canada

As an independent IT consultant, worked extensively with database-driven financial systems and a wide variety of other technologies.

Selected Skills: Software development; programming; network design; hardware maintenance.

Selected Technologies: Intel Hardware; SCO Unix; Microsoft Windows; xBase; C; Ethernet.

Education

1992 Bachelor of Science (Honours), McMaster University, Hamilton, Ontario, Canada

Professional Development

Oracle PL/SQL Programming

Java Programming (Oracle JDeveloper)

UML and Rational Unified Process (Rational Rose/IBM Rational Software Modeler)

Microsoft SharePoint Software Development

Leadership Development for Managers

Languages

English Mother tongue; fluent reading, writing, and conversation skills.

French Basic

Security Clearance

Enhanced Reliability Check (Canada)