

## Objective

Computer System Planning Technologist 3

## Highlights

- Project management including User requirement identification and definition
- Software application design and development
- Project optimization: project scheduling, project costs, technical conflicts resolutions
- Great analytical and programming skills, Bilingual in English and French

## Technical Skills

Strong operational research and project management abilities including ability to:

- Develop and implement KPIs (Key Performance Indicators), identify trends and variances to maximize Operations and Quality service delivery
- Build baseline models to measure variant operational costs to support what-if decision-making.
- Building critical paths, Identifying optimal and creating optimal schedule
- Participate in Operational Network Optimization planning

Excellent knowledge of network design, management and programming tools including:

- Planning, analyzing and implementing medium to large-scale network routing;
- Performing network protocols design (OSPF), packet analysis, traffic scheduling and routing, QoS analysis and Transport infrastructure design (SONET)
- Experience in application programming with languages such as C/C++, Perl, and XML.
- Extended experience in using and working with UNIX, Windows or Linux Environments, SAS, Matlab, Gino, Simple Accounting, Macromedia software.

## Experience

### **Rogers Communication, Vancouver**

June 2004 - Present

#### **Marketing Analyst**

- Created marketing models, reports and performed statistical analysis to support various existing, ongoing or projected marketing initiatives.
- Performed data segmentations and customer profiling analysis to explain sales patterns.
- Created queries for data extractions and manipulations using RDBMS (ORACLE)
- Conducted research on marketing initiative impact on Customer Traffic in stores

### **Consultant, Vancouver**

October 2001 - February 2004

#### **Network Research Analyst**

Successfully developed and implemented a network signaling and routing protocol by:

- Using a network OSI model approach
- Performing the network topology optimization
- Building the program for network capacity and traffic planning
- Developing in c/c++ and deploying a centralized routing engine to support information transit.

**MDSI (Mobile Data Solution Inc.), Richmond**

June 1999 - June 2001

**Workforce and logistics planning Analyst**

Responsible for designing and implementing core scheduling of ESS (Enterprise Scheduling System) based on C/C++, Perl and XML technologies by:

- Project - managing, designing, developing optimal scheduling engine.
- Participating in the design and implementation of data communication components
- Conducting Workforce and logistics organization and planning
- Programming complex network traffic, including functional analysis and investigation, high-level design, low-level design and implementation.

**INRS (Institut National de la Recherche Sc., Montreal**

September 1997 - December 1999

**Network Research Associate - Signaling and routing**

Designed, project-managed and implemented a core large-scale network routing protocol based on OSPF, BGP and TCP/IP technologies using C/C++ programming language on Sun Solaris

**BMI (Bunyar Malenfant Int.), Montreal**

September 1994 - March 1997

**Principal Analyst – Planning and Statistics**

Realizations under BMI Vice President

- Project managed the realization of a traffic counter software engine engine
- Provided decision support to marketing by performing retails data analysis and forecasting using SAS Package on a Windows environment

**GERAD (Groupe d'Etude et de Recherche en Analyse des Decisions)  
Montreal**

January 1992 - May 1994

**Operations research Analyst**

Applied operational research methodology and mathematical programming techniques to solve complex scheduling, logistics and dispatching problems:

**Ecole Polytechnique –University of Montreal**

January 1991 - December 1993

**Mathematic Instructor**

Effectively and efficiently taught mathematics at undergraduate university level. Subject include:  
Linear algebra, differential calculus, differential equations, numerical analysis et statistics

**Certifications**

- SAS programmer certified: at SAS Institute of Montreal in 1996
- C++ programmer certified: at CLEARNIX Vancouver in 2001

**Education**

INRS-Telecommunication, Montreal

**Master of Applied Sciences - Networks communications, December 2000**

Ecole Polytechnique of Montreal, Montreal

**Master of Applied Sciences - Operations Research, January 1993**