## JACK JOHNSON PMP, ITIL, MSc

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Software Developer

IT professional with advanced proficiency in software development and implementation in the financial services sector. Team lead for multiple projects in government, private sector, and academia. A highly motivated team player with an exceptional ability to develop and maintain excellent relationships with external and internal clients. Possess strong negotiation, leadership, problem-solving and client relationship skills.

TECHNICAL SKILLS

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| Project management | Microsoft Office Suite, Project, SharePoint; IBM Lotus Notes, Rational Team Concert |
| Business/Data Analysis | MS Visio, Rational Rose UML, SPSS, S-PLUS, Stata, MATLAB/GAUSS, Corel Draw |
| Programming | HTML, CSS, JavaScript, PHP, SQL, SOAP, JSON, C/C++, Unix/Linux shell programming |
| Development tools | MS SQL Server, MySQL, Adobe Suite, Visual Studio/.NET, gcc C/C++, SVN |
| Enterprise tools | ESRI ArcGIS, SAP BO/Crystal Reports, SAS Visual Analytics, Salesforce.com |

Professional Experience

#### Company A 20XX – 20XX

Company Overview

Senior Software Developer

Oversaw project for a new department with a new team of business analysts, developers, and architects

* Consistently exceeded targeted timelines of deliverables by over 20%. Completed most projects within 2 weeks from 3 weeks.
* Delivered web-responsive demo mobile app (UI/Data Tier/Webservices), for Blackberry7/10, iOs, Android, and Windows tablets; plus Android app for Airwatch-based distribution (PhoneGap, IBM Worklight)
* Coordinated new inter-department environment to test mobile apps build and deployment processes. Initiative saved over $30,000 to the department and created potential new services for another unit
* Led on-the-job agile training for new development team, following Disciplined Agile Delivery (DAD)
* Produced requirements, schedule, risk, and other documents for initiation/planning/execution phases
* Collected requirements from multiple stakeholders for new application, facilitated JAD session
* Regularly reported to management on project status, supervised business analyst and developers
* Evaluated agile tools for new development team – Rational Team Concert, JIRA, On Time

#### Company B 20XX – 20XX

Company Overview

Software Developer & Project Lead

Devise methodology to implement IT policy with over 200 rules and thousands of exceptions

* Documented business processes proposed, communicated with multiple stakeholders to discuss findings and recommendations, wrote final report - client accepted all recommendations
* Implemented system on COTS software (Excel) and saved $40,107 in costs per year with ROI of 200% and accuracy above 97%
* Streamlined processes for multiple concurrent projects, reducing delivery time from 3 weeks to 3 days
* Led project to set up servers and data sets, dealing with outsourced technical staff and vendors
* Technical lead in negotiations of datasets with Canadian and European data providers, and licenses with US service providers, for expansion in portfolio and potential internationalization of services
* Developed new reports and services to analytics engine optimizing retail marketing campaigns
* In existing model to predict high-potential customers, found cause for poor differentiation in results, proposed simple solution, and prepared presentation for sales/marketing team. Solution was welcomed, quickly implemented, and the new results secured the bigger account to date for the company
* Co-designed and developed innovative analytics marketing tool (demographic targeting) for the automotive industry for strategic use by the Company ultimately selling to BMW, Chrysler (Fiat), and Lexus dealers – HTML/CSS, PHP, JavaScript, MySQL
* Created client-centered business process for digitizing incoming documents and executing investment transactions, resulting in a unique contact point with financial clients – Visio, MS Project, Word

Education and Professional Development

#### Master of Science, Software Development (Institution Name) Date

Engineer in Computers (Institution Name)

Certificate: Canadian Securities Course, part 1 (CSC) – Institution Name, City Date

Certificate: Project Management Professional (PMP) – Institution Name, City Date

Certificate: ITIL v3 Foundations – Institution Name, City, Province Date

#### Internal Courses

* Effective Team Leadership
* Security Awareness Training
* Influence without Authority
* Project Management

Interests and Affiliations

Gardening, photography, pottery