

Richard Lloyd

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A committed professional with proven Management skills looking for a strong organization in need of a dynamic, motivated contributor. Intelligent, intuitive and driven, I am seeking to develop or become an integral part of an energetic team. Interested in bringing my strong internal and external customer focus to bear for a company with the same customer-centric attitude. *I see my future continuing to work in the areas between innovation and end-user.*

Skills and Capabilities

- Exceptional interpersonal, team building and contribution management skills [*proven on a Local, National and International level*]
- Strong ability to communicate complex challenges and concepts into simple objectives and ideas
- Deeply developed strengths working within a Matrix environment – achieving buy-in and commitment across disparate corporate domains and time-zones.
- Extremely Knowledgeable in integration and acquisition management, with national infrastructure, software and network standardization managed both remotely and locally, on a site-by-site basis.
- Extensive Financial Services experience – both from within and in vendor and contract roles.
- Demonstrated success developing – managing scope, people and expectations in impossible situations
- Superior Project Planning, Management and Reporting - with a record of highly visible achievements.
- Proven customer centrist with end-user experience focus through a lens of business success.
- Highly experienced in managing successful Enterprise wide roll-outs and version/standards management, and planning leading to supportable environments.
- Established abilities in analytical troubleshooting, root cause, documentation and problem resolution.
- Successful management of complex Web site development, roll-out and security testing.
- Enterprise specific software and systems expertise [*Financial & Media Industry related*]
- Microsoft Windows and related software expertise
 - MS Office - MS Project - MS Visio - Powerpoint

Languages

French and English

Professional Summary

Project Management -	10 years +	C-Level Interaction -	10 years +
PMBOK / PMLC -	10 years +	Presentation Skills -	10 years +
MS Project / Visio -	10 years +	Financial Responsibility -	10 years +
Matrix Environment -	10 years +	Communications -	10 years +
IT Integration		Team Management -	10 years +
(Software/Hardware) -	10 years +	Banking/Financial -	10 years +
Change Management -	10 years +	Asset management -	7 years +
Risk Management -	10 years +	Broadcast -	5 years +
Network Infrastructure -	10 years +	ITIL -	8 years
SDLC (Agile/Scrum) -	7 years +		

Experience

September 2011 to Present ► RL Consulting ► Self-Employed [Project Management / IT / Strategy Consulting]

Providing Project Management and guidance on various technology and business process implementations.

- Providing plans and communications strategies for municipal election cycle
- Managed and staffed successful nomination campaigns during the lead-in to the Federal Election 2015
- Campaign Management during a provincial election campaign, from communications, strategy and volunteer engagement to E-day implementation.
- Provided guidance to a private Seniors' Healthcare start-up on; Web, CRM (Landslide) and Policy development
- Managed the IT and the implementation of a micro-targeted web strategy for a Federal By-election.

November 2012 to June 2013 ► IntelliResponse ► Project Management

Some of the world's most recognized corporate brands and public institutions trust their customer experience management needs to IntelliResponse – including CIBC Bank, Harris Bank, ING Direct, Charter Communications, Progress Energy, Copa Airlines, Kobo Books, Penn State University, Yale University and Harvard University.

With Enterprise Virtual Agent (EVA) solutions, corporate websites, mobile applications, social media channels and agent desktops can all be transformed by an engaging virtual concierge, empowering customers to ask questions using natural, conversational language and delivering an effective and engaging online experience. In 2007, IntelliResponse was awarded a US patent for its unique virtual agent technology

As Senior PM I worked with new clients and partners, ensuring successful outcomes for them in the improvement of their customers' online experience, while supplying a better understanding of that experience.

- Coordinated technical and non-technical resources, from internal Development Team to facilitation with other client developers, PM's, Partners and Vendors involved in the Projects.
- Worked with TD Canada Trust both in Canada and the US to launch an EVA for TD Bank in the US
 - Successfully managed to beat internal time-lines for development while working with client resources consisting of mix of in-house, contract, offshore, local and US based.
- Managed the successful launch of 'Ask Olivia' for Optus – Australia – with an expected volume of over 3.5 million questions annually
 - Coordinated teams spanning 24 time zones – Delivered the solution in tandem with a newly established VAR in 50% the normal implementation time.

December 2010 to July 2011 ► Giesecke & Devrient. ► Project Management [Contract]

Giesecke & Devrient (G&D) is a leading international technology provider headquartered in Munich, Germany. Founded in 1852, the Group now has a workforce of over 10,000 employees and generated sales of EUR 1.7 billion in fiscal 2010. Over 60 subsidiaries and joint ventures in 32 countries ensure customer proximity worldwide. In all its markets, G&D is a global leader and pioneering innovator in the production and processing of banknotes, banknote paper, security documents, identification systems and Smartcard based solutions. G&D produces almost 85% of all Chip based cards in Canada. As an end-to-end provider of mobile security applications, G&D develops and sells hardware, software, and services for banks, mobile network operators, public transportation companies, business enterprises, and OEM.

Engaged as a contract PM to realign the company's largest project with it's largest client. Spanning multiple departments and affecting all interactions, launching this transformational initiative required both close Project/ Program Management as well as a much closer customer relationship management.

- Managed multiple resources, from internal Project Managers, BA's and Developers to facilitation with other client vendors involved in the Program.
- Brought to bear customer relationship skills to improve overall Project alignment with customer.

- Worked closely with the customer to realign the Project time-line, re-baseline the Project Plan, adjusted the Scope of Work and oversaw the development of a phased delivery to maintain critical schedule
- Developed new SLA's to measure performance and maintain reasonable expectations to manage Change Requests.
- Presented monthly Project Status to Senior Executives from both teams, and delivered monthly metrics – tracking financial milestones and billable Change Requests.
- Delivered Pilot launch successfully, beating the original Program time-line.

June 2005 to July 2010 ► Rogers Media Inc. ► Project/Program Management

Rogers Media Inc. is a 1.4 billion dollar multi-channel Media company, and is a fully owned subsidiary of Rogers Communications. RMI's reach is national; 58 Radio properties across Canada, Publishing and it's 76 market leading magazines, as well as 10 OTR TV Stations from Toronto to Vancouver, 3 Specialty stations, and the Toronto Blue Jays - Rogers Centre. Including the Shopping channel, and brand leading names like 680News, Citytv, Omni TV, Flare and Chatelaine, means that most Canadians interact with an RMI property each day.

As a PM within the Rogers Media IT group, it was my mandate to take projects from business case to completion, liaising with internal and external business partners and solution providers. Followed RMI's PMBOK based Project Methodology and assisted in the on-going review of PM and business process. Brought bilingual skills to bear bridging a francophone gap with Montreal business partners.

- Planned/Managed the IT component of the \$500 million Citytv acquisition, with prime focus on 4 western sites;
 - 670 acquired employees added to a newly outsourced HRIS - 5 Citytv stations – Developed Integration Audit Process – Directed National network builds - 2 IP networks connected per location, (*Admin/Broadcast*)
 - Major network rebuilds & cut-overs completed with no Broadcast downtime
- Planned/Managed the IT component of the Channel M - OmniBC acquisition, and two new Omni Alberta builds;
 - 70 acquired employees added - RMI TV Broadcast Network model developed and implemented
 - Omni Edmonton / Calgary successfully built and co-located into Citytv sites.
- Implemented a standardized Inventory Policy and the Inventory Management tool for RMI - Tracking all IT related assets across Rogers Media and based on accepted ITIL practices. (*HPOpenView*)
- Planned/Managed the implementation of Music Traffic systems (*MusicMaster*) for 52 stations nationally, including training for over 100 users.
- Web site acquisition, rebuild or renewal projects; 680News, Flare, Chatelaine, Macleans, Sportsnet, Marketing Magazine.
- Planned/Managed the development and implementation of RMI's Digital Asset Management solution (RMI Image Bank), working closely with technical resources and Rogers Publishing in Toronto and Montreal

May 2003 to June 2005 ► RL Consulting ► Self-Employed

Consulted on various technical projects, from high-level strategy and planning to proof-of-concept, RFP & UAT.

- Assisted on the release strategy for a unique server based Events Management tool.
- Acted as consultant for third-party support provider and software company during scope phase and RFP.
- Designed, implemented and supported network environments for multiple election campaigns, from Municipal and Provincial to Federal.

June 2002 to February 2003 ► The Bank of Montreal ► Project Manager [*Contract*]

Working on The Bank of Montreal's Pathway Connect Project, involving a branch wide national technology upgrade to hardware, software and process, my mandate was to facilitate the smooth inter-operation of external technology providers and bank internal staff. This responsibility involved significant coordination and mediation skills to bring all parties together in order to complete a successful integration with zero down time. This project was the largest of its scope to date in Canada, and received significant recognition from the Bank's senior executive and industry leaders.

- As part of the Pathway Connect Project Team, managed and verified the image roll-out of over twelve hundred laptops, twenty thousand desktops and over one thousand Intel servers in a Tivoli managed environment.
- Developed and documented a new reporting tool to communicate daily project status to senior bank and project staff.
- Brought bilingual skills to bear, assisting greatly in the conversion of Quebec based branches, bridging a serious communication gap.
- Provided focus and direction for other project staff during problem identification and subsequent resolution
- Managed the activities of over forty IBM Project Leads in the field, assuring SLA adherence
- Presented with Bank of Montreal's "Spirit Award" for service excellence

March 2001 to October 2001 ► Logisti-Solve Inc. ► IT / Project Manager

Logisti-Solve (LSI) was a world-class logistics provider focused on entertainment and health care customers with specialized needs. With customers such as Pfizer-Warner Lambert, Rogers and Blockbuster Canada, LSI delivered a broad base of logistic services, from short-term warehousing to complicated pick and pack solutions.

As the IT/Project Manager I was responsible for the day-to-day IT Department operations. As well as daily operations, all systems-related Project Management were part of my mandate; from conception, business case and planning, through to design, deployment and support in on-going operations. Throughout my time with Logisti-Solve, I worked with all areas of the company to develop and modify existing solutions, from internal processes to client interactions, with a clear focus on the establishment of sustainability and standardization. This ranged from designing report and EDI solutions for clients, to implementing in-house document management and Intranet strategies, all while maintaining clear communications with all relevant constituents.

- Engaged in IT modernization, involving the development of a stable desktop environment for distribution throughout the company as well as the design of a Windows based network with Active Directory support.
- Championed IT relevance by promoting technical solutions at all levels of company as well as mapping a long-term MIS strategy.
- Audited and created budgets for software, hardware and training as well as physical and human resource management.
- A major component of the role required continuous interaction with IT vendors, manufacturers and integrators.
- Throughout all responsibilities, also mentored and provided technical leadership to IT Support and Operations staff.
- Managed a culturally diverse group through difficult transitions, including a departmental outsourcing.

August 1998 to March 2001 ► The Bank of Nova Scotia, DCTS ► Senior Consultant

The Distributed Computing Technical Service group was responsible for support, implementation and technical projects for all corporate offices of the Bank of Nova Scotia. Supporting over twenty thousand desktops and more than a thousand servers. Services extended from email and application support to Active Directory design and standard setting and implementation.

During my tenure in the DCTS, I had the opportunity to positively impact many projects. In my position as Senior Consultant, I was able to offer leadership or direct input in areas spanning from messaging to desktop and software version standards. My involvement extended from Enterprise wide projects to complex internal support issues. My efforts on Projects often focused on mediation between disparate groups, achieving project goals through a combination of persuasion and effective compromise.

- Designed and delivered the corporate communication strategy for critical Enterprise wide OS upgrade project valued in excess of four million dollars
- Created a Standard for Web Tools and led the roll-out of the customized installation across the Enterprise, instituting a centralized version management policy
- Advocated the DCTS department within the Corporate Win2k strategy, achieving a supportable desktop and networking model

- Managed the software roll-out and subsequent release and version control of a customized CRM tool for the Bank's high profile Wholesale Relationship Marketing group. [*Responsible for almost sixty percent of the Bank's loan profit*]
- Supported the development of Standards for Naming, Staging and Upgrading within the Bank as part of the control committee
- Operated as a technical project lead for large scale network conversion project involving significant numbers of staff, both internal and third party, affecting four thousand network clients [*Specifically recognized by SVP/General Council for personal contribution*]

Additional Experience

- CIBC – Business Banking – Relations Analyst & Technical CS
- Cirque du Soleil - Technical Office - Temp
- Paperwork Systems - Office/Production Manager
- L-P Graphics, Mtl - L-P Graphics-Promo Bag Ltd.- Sales/Marketing