





# Lloyd Richards, BSc, MBA, PMP

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## SENIOR LEADERSHIP PROJECT MANAGEMENT IT CONSULTING





*"Optimizing results by aligning business objectives with IT strategy ..."*

-  Possess more than 18 years of IT experience in both management and technical areas;
-  Known as an intent listener and concise communicator who gains team and client consensus quickly;
-  Serves as a conduit between client and C-level management; speaks the language of business;
-  Adept at software implementation, system development, project management, and IT strategy.

## KEY PERFORMANCE INDICATORS

-  Strategic Planning & Corporate Development
-  Master Planning
-  Executive Presentations & Negotiations
-  Team Building & Coaching
-  Relationship Management
-  Enterprise Solutions
-  Global Best Practices
-  Resource Planning
-  Business Process Optimization
-  Performance Measurements
-  Profitability Improvement
-  Leveraging Key Business Initiatives

## ADVANCED TECHNICAL PORTFOLIO

-  Development: Project & Program Management, System Design Methodology, Relational Database, Networking Technology, B2B Solution
-  Software: MS Office (Word, Excel, PowerPoint, Project)  
J.D. Edwards/PeopleSoft (Financial, Distribution, Manufacturing, HR/Payroll)  
Pansophic PRMS (Distribution, Manufacturing)
-  Database: Oracle 9i and 10g, IBM DB2
-  Hardware: IBM Mid-range, IBM PC - MS Window and NT Client/Server Network

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## CAREER CHRONICLES

**Talisman Corporation** – Toronto, ON

**2007 – 2008**

A leader in asset performance management software solutions for companies in capital intensive industries such as mining, steel, utilities, pulp and paper, oil & gas, and food & beverage.

### ENGAGEMENT MANAGER

Accountable for customer relationship management at both the executive and project levels. Delivered multiple enterprise implementation projects of up to \$5M. Managed full life cycle of projects, from pre-sales to post-sales, and solution delivery. Implemented PMI standard methodology to all projects and provided leadership to approximately 25 internal and external consultants.

- ▣ **Oversaw** IT project for the world's largest steel producer. Developed a complex interface between customer enterprise applications and Ivora products; customer adapted project plan as best practice which they continue to deploy as a template for other IT interfaces.
- ▣ **Designed** a formal consultant evaluation process that included goal setting and performance rating; this became the company's performance evaluation standard.
- ▣ **Gained** consensus from senior management to optimize a business process that integrated sales and services team. The results included increased information-sharing and decreased work duplication.
- ▣ **Led** professional services and sales teams to accurately determine client's business requirements and critical success factors. Served as conduit between clients' C-level decision-makers and internal senior management so that projects were positioned for success.
- ▣ **Leveraged** key business drivers – the software development platform (.NET platform in release 5.11) and a new handheld protocol (web connection/wireless) – to achieve key project objectives.
- ▣ **Completed** \$500K implementation project in six months for US client. Successfully up-sold services for an additional year which generated further revenue of \$2M.

**SIS Program Management & Consulting Ltd** (A FILLMAN Company)

**2006 – 2007**

A leading government services company, devoted to providing program management, consulting, and information technology services.

### PROJECT DIRECTOR (one-year contract)

Mandated to manage a large customization/implementation project for the Ministry of Community and Social Services in Ontario. Provided strategic planning, program/project management, and resource management.

- ▣ **Served** as key member of the Project Management Office (PMO) and Project Steering Committee; directed the planning, execution, and management of all activities and deliverables of the project.
- ▣ **Led** project team of over 50 professionals, including five senior managers from five areas: development, application architecture, technology/infrastructure, testing, and training. Completed this \$5M project on time and on budget.

## CAREER CHRONICLES...CONTINUED

### Oracle Canada (formerly PeopleSoft/JD Edwards)

1998 – 2006

The world's largest enterprise software and database technology company.

#### SENIOR PROJECT MANAGER

Managed multiple enterprise software implementation projects with diverse industry client base and business partners. Implemented PMI standard methodology to all projects while nurturing customer relationships. Accountable for project budgets between \$500K and \$5M. Provided leadership to up to 15 consultants.

- ▣ **Managed** full life cycle of over 25 enterprise implementations, from pre-sales to post-sales, and solution delivery.
- ▣ **Completed** an ERP solution implementation for the world's largest full-service commercial real estate company – CB Richard Ellis. Achieved all project objectives for over \$3M in consulting services.
- ▣ **Provided** expertise to a wide array of industry clients as following sample list shows:
  - **Financial:**  
Sun Life, Clarica, RBC Insurance
  - **Property Management:**  
Oxford Properties, ProFac, RioCan REIT, CBRE
  - **Distribution:**  
Blockbuster, Harley-Davidson, Cara Operations
  - **Manufacturing:**  
Canadian Kawasaki Motors, Cambridge Towel, Vincor
  - **Public Sector:**  
Lambton Kent School Board, Kanata/Ottawa Hydro
  - **Health Care:**  
Glaxo Wellcome, Arrow Pharmaceuticals

### Milton Company Ltd. – Mississauga, ON

1988 – 1998

IT firm that delivers integrated e-Business, Business Intelligence, EDI and Custom Application Development solutions.

#### CONSULTING SERVICES MANAGER / PROJECT DIRECTOR

Contracted with diverse industry client base to identify, analyze and solve corporate IT problems of varying magnitudes. Hired, coached, and managed a large group of professional consultants.

- ▣ **Performed** the role of acting **IT Director** for KMH Cardiology & Diagnostic Centres. Successfully reengineered the system infrastructure and assisted the executive team to achieve their IT strategic goals.
- ▣ **Managed** a new JD Edwards system implementation to replace Samsonite Canada's legacy systems on IBM AS/400 platform. Completed the project on time and on budget.
- ▣ **Project-led** the integration of all business systems after the merger of Glaxo and Wellcome. Managed and designed most major software development and enhancement projects for finance department.

## EDUCATION & PROFESSIONAL DEVELOPMENT

- ▣ University of Toronto – Toronto, ON - **MBA** (1997)
- ▣ DeVry Institute of Technology - Los Angeles, CA – **BSc** Computer Information Systems (Honours, 1988)
- ▣ Southern Alberta Institute of Technology – Calgary, AB - **Diploma in Computer Technology** (1986)
- ▣ Project Management Institute – Newtown Square, PA - **Project Management Professional**
- ▣ Canadian Securities Institute – Toronto, ON - **Canadian Securities Course**