



PROJECT MANAGER | INDUSTRIAL & INFRASTRUCTURE PROJECTS | PMP

Engineering-trained Project Manager and PMP with 15+ years leading infrastructure, industrial systems, and modernization initiatives across manufacturing, industrial, hospitality, and public-sector environments. Proven success stabilizing operations, improving project controls, and leading implementation across multi-site and contract-driven environments. Combines technical fluency across infrastructure, cloud, OT-integrated systems, and enterprise platforms with hands-on experience managing vendors, contractors, and cross-functional teams. Known for improving execution control, reducing risk, and supporting operational handover in live environments.

CAREER HIGHLIGHTS

- 15+ years of project and technology leadership across Canada, the United States, Mexico, and Germany.
- Delivered infrastructure modernization programs exceeding \$630K, including a \$500K Wi-Fi/fiber program and a \$130K telephony migration.
- Managed technology operations for a 193-room, 25-acre resort with a team of six and an annual operating budget of approximately \$1.2M.
- Led project controls for a \$1.3M industrial project in a contract-driven environment, improving control across schedules, submittals, change orders, and stakeholder coordination.
- Led multi-vendor initiatives across IT, OT, cloud, and infrastructure platforms, improving execution control across complex workstreams.

CORE COMPETENCIES

PROJECT EXECUTION & CONTROLS: • Project Planning & Execution • Project Controls • Schedule Management • Budget Management • Risk & Issue Management • Change Control • Reporting & Governance

INDUSTRIAL & FIELD DELIVERY: • Field Implementation • Operational Readiness • Multi-Site Execution • Vendor & Contractor Coordination • Contract-Driven Environments

TECHNICAL & SYSTEM ENVIRONMENTS: • Infrastructure Delivery • Cloud & Enterprise Systems • OT-Integrated Systems • System Implementation & Integration

BUSINESS & PROCESS ALIGNMENT: • Business Process Management • Continuous Improvement • Procurement Coordination • Capital Planning & Roadmapping • Stakeholder Engagement

PROFESSIONAL EXPERIENCE

IT Operations Manager | Client Engagement - Robert Half Technology

“Manufacturing Client”

| Infrastructure & Delivery, Program and Project Delivery (Contract) | Hybrid | [Edmonton, AB](#) | 08.2025 – 08.2026

- Brought in to strengthen infrastructure execution across manufacturing sites in Alberta, Texas, and Mexico, aligning vendor scope, site priorities, and business requirements across a distributed operating environment.
- Led cross-functional technical teams and service providers across Azure, Microsoft 365, AWS, identity, backup/DR, and infrastructure services, reducing coordination gaps across IT services, OT edge systems, and enterprise platforms.
- Owned execution across a segmented vendor ecosystem, aligning infrastructure initiatives with OT edge systems, Microsoft Dynamics Business Central support, and plant operations to reduce delivery gaps across concurrent workstreams.
- Directed implementation sequencing, risk tracking, and operational readiness across infrastructure, device services, OT systems, and business applications, improving execution control in a Lean / Six Sigma-oriented environment.
- Streamlined execution tracking, approvals, and project metrics through Microsoft 365 and Power Automate improvements, increasing visibility and coordination across concurrent initiatives.

Manager, Information & Technology | Tigh-Na-Mara Seaside Resort & Spa

“Hospitality”

| Infrastructure Modernization, Capital Delivery | On-Site | [Parksville, Vancouver Island, BC](#) | 2021 – 2025

- Hired during COVID-19 to stabilize IT operations and lead infrastructure modernization across a 193-room, 25-acre resort operating 24/7, improving structure and modernization planning in a live guest environment.

- Developed and governed a 10-year technology roadmap spanning 16+ initiatives across infrastructure, cybersecurity, business continuity, telephony, Microsoft 365, guest technology, and core business systems, strengthening capital planning and long-term modernization readiness.
- Managed day-to-day IT services, infrastructure operations, budgeting, and service continuity across a 24/7 resort environment, supporting a team of six and a ~\$1.2M annual budget across guest-facing and operational systems.
- Delivered capital initiatives including a \$500K resort-wide Wi-Fi and fiber program and a \$130K telephony migration, improving rollout control and operational readiness across administrative offices and guest environments.
- Designed and implemented core infrastructure including switching, Meraki wireless, VLAN segmentation, and identity integration, improving service reliability across 257 IP phones and 257 digital TV systems.
- Managed vendor relationships, procurement coordination, and project execution across live hospitality operations, protecting guest services and business continuity during modernization work.

Project Manager / IT & Process Production | Frontier Power Products

“Industrial”

| Contract Delivery, Field Execution | Hybrid | [Vancouver, Edmonton, Calgary, & Winnipeg](#) | 2018 – 2021

- Led project controls for a \$1.3M industrial project, managing plan and schedule development, billing and expense tracking, submittal packages, document control, change orders, progress reporting, and stakeholder coordination in a contract-driven environment.
- Applied structured execution controls including WBS alignment, SDRL management, FAT punch-list coordination, and change management, improving control across compliance-heavy engineering deliverables.
- Coordinated internal and external workstreams across engineering, vendors, customers, and operations, reducing execution gaps across interdependent activities.
- Advanced ERP readiness, business process management, and order-management alignment through process-flow design, Pre-BOM development, SharePoint-enabled improvements, and cross-functional coordination across sales, engineering, parts, service, and supply chain touchpoints.
- Coordinated field implementation, multi-site installations, upgrades, and delivery readiness across active industrial environments in Western Canada, improving schedule adherence across field-based work.

Manager, Information & Technology / PMO Support | IRENA - United Nations – Agencies

“Public/NGO Sector”

| Delivery, Transition and Handover | On-Site | [Bonn, Germany](#) | 2015 – 2017

- Led IT service coordination for the Bonn office, guiding a cross-functional team of 18 across support, operations, and improvement activities to strengthen operational structure.
- Developed multi-workstream plans that improved coordination, governance alignment, and stakeholder outcomes across support and transition activities.
- Standardized processes and implementation planning to improve consistency and service effectiveness.
- Managed transition from outsourced development to internal support operations, improving continuity, ownership transfer, and handover readiness across ongoing support functions.
- Strengthened HelpDesk and NOC coordination through operational analysis and targeted improvement planning.

IT Consultant / Projects / Project Delivery | UNESCO - United Nations

“Public/NGO Sector”

| Infrastructure Modernization, Rollout Delivery | On-Site | [Bonn, Germany and Cebu City, PHP](#) | 2012 – 2015

- Managed infrastructure modernization initiatives, including server upgrades and virtualization implementation under the F.U.T.U.R.E. project, strengthening platform modernization in a public-sector environment.
 - Supported ministry-level planning and implementation through structured coordination across institutional, business, and technical stakeholders, improving cross-stakeholder alignment in public-sector execution.
 - Led secure network rollout across 12 remote schools, improving deployment readiness across distributed environments.
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Earlier Roles

Senior IT Consultant – Glenbriar Technologies (Calgary, AB)

IT Support / Level 3 Support – Accenture / Best Buy (Calgary, AB & Minneapolis, MN)

SELECTED PROJECT HIGHLIGHTS

- 1.5MW Power Genset – Raw Water Supply Project** | Frontier Power / Worley Parsons / Syncrude *“Industrial”*
Led coordination for a 1500kW / 4160V generator-set project in a contract-driven industrial environment, improving execution control through WBS alignment, SDRL documentation, FAT punch-list coordination, and change management across engineering and field activities.
- Technology Roadmap and Resort-Wide Infrastructure Modernization** | Tigh-Na-Mara *“Hospitality”*
Developed and governed a multi-year technology roadmap spanning 16+ initiatives, improving capital planning and modernization readiness across infrastructure, cybersecurity, telephony, Microsoft 365, guest technology, and business systems in a 25-acre resort environment.
- ERP Readiness and Process Alignment** | Frontier Power *“Industrial”*
Supported ERP readiness, business process management, and order-management alignment through process-flow design, Pre-BOM development, SharePoint-enabled improvements, and cross-functional coordination across sales, engineering, parts, service, and supply chain touchpoints.
- SharePoint / MatchPoint Portal Deployment and Handover** | IRENA *“Public/NGO Sector”*
Led handover of the <https://inspire.irena.org/> from outsourced developers into ongoing operational support, improving continuity for internal stakeholders and supporting a platform that helped investors and decision-makers assess energy patent activity, country-level resource potential, location context, government support, and overall investment requirements.
- UN-SPIDER Knowledge Portal Recovery and Migration** | UNOOSA
Led recovery and modernization of UN-SPIDER knowledge portals, including migration to OICT New York, SQL upgrades, backup automation, and Azure integration, improving system reliability and data continuity across distributed environments.
- Cabinet of Information Society Infrastructure Modernization** | UNESCO / Macedonia *“Public/NGO Sector”*
Supported national infrastructure modernization initiatives, including enterprise server deployment, virtualization, and failover clustering, strengthening system resilience and readiness for future-state hosting environments.
- ERP and EMR Implementation Program** | UNESCO / Cebu City *“Public/NGO Sector”*
Supported ERP and EMR implementation across schools and commercial environments, coordinating phased deployment and secure network rollout to improve system access and operational readiness across remote locations.

TECHNICAL EXPERTISE

- **Cloud & Platforms:** Microsoft 365, Azure, AWS, virtualization technologies
 - **Infrastructure:** Networks, servers, storage, backup/DR, VoIP systems
 - **Security:** Identity governance, MFA, endpoint protection, patching
 - **Tools:** MS Project, Smartsheet, Jira, Confluence, SharePoint
 - **Endpoint Management:** Intune, compliance, configuration, enrollment
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EDUCATION

Master of Engineering Management
University of Minnesota, MN, United States

Bachelor of Electronics Engineering
University of Windsor, Ontario, Canada

CERTIFICATIONS

PMP - Project Management Institute
UN-U Certifications: Project Management, 2015
UN-U Certification: Agile & ITIL-4 Fundamentals, 2014
Microsoft: MCP, MCSE | **Technical:** CCNA – (Cisco)
BCIT: Project Management OPMT-2510, (Quality & Risk Management), 2021
