JAMES A. MACKENZIE

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SENIOR BUSINESS SYSTEMS ANALYST

An IT consultant with 25 years' experience and proven success implementing and managing high-performance and large-scale IT projects. Possesses strong interpersonal, analytical and problem-solving skills. Can conduct a comprehensive analysis of an IT infrastructure to achieve maximum reliability and performance with low overhead. Experienced in producing a wide variety of technical, training and business documentation with an efficient and minimalist technical writing style. Adept at project planning. Skilled at cost cutting by identifying and implementing standardization and efficiency measures.

DATA SYSTEMS ANALYST /FULL STACK DEVELOPER

Possesses an exceptional ability to "envision" data structure and is highly skilled at creating data models using the principles of relational database design. Can create brand-new, powerful and efficient databases. Can analyze and improve existing databases. Has a broad background in data migration. Experienced in analyzing, linking and summarizing data regardless of format or size. Can create complex and exacting reports and automated processes to export and import data into multiple formats Applies Rapid Application Development to create efficient web-based data-driven corporate intranet sites within narrow timeframes. Writes practical, modular code and designs simple and intuitive interfaces.

PROFESSIONAL HIGHLIGHTS/ EXPERIENCE

Lobsters "R US Seafood, Little Harbor, NS
Business Systems Analyst/Developer, June 2012 – Present
Designed and implemented a complete web-based production system to replace a spreadsheet and paper-based process. The system processes 3 million pounds of lobster and 3 million pounds of crab per season.

- Created a PHP intranet site from an initial series of spreadsheets to implement a barcode-scanning lobster inventory application running on SQL server achieving 100% automation and traceability of product inventory – an extraordinary accomplishment in the seafood industry.
- Developed a login-based employee time module that replaced a card-swipe system. It gathers shift data from 80 users and summarizes data for ease of payroll functions. It is accurate to the second.
- Provided documentation, guidance and training to staff and executives over a 7-year period.
- Created logical processes and sequential numbering systems to replace 90% of handwritten booklets with a series of PDF, CSV and text documents with 100% online availability.
- Developed extensive online reporting that provided real-time summaries on all plant activities tracked by the system. Created several dashboards to provide sophisticated Business Intelligence views in real time.
- Guided IT evolution and infrastructure growth of 500% over 7 years, advising on all investment.
- Implemented comprehensive scheduled maintenance and disaster recovery procedures.

Health Canada (HC), Ottawa, ON
Business Systems Analyst/Developer, January 2008 – November 2010
This project required the design and implementation of a complete reporting system that supported HP OpenView suite of products. The total investment of the project exceeded $5 million and affected a user base of 15,000 employees nation-wide.

- Developed and maintained an Asset and Service Management website that pulled data from and updated multiple databases. This website included: workflow modules for Service Center report staff, asset summary reports, scheduled daily, weekly and monthly Service Center performance metrics, online

procedure modules for support staff, canned reports and web-based ad-hoc queries, online forms, documentation, user manuals and procedures.

- Identified the requirements for, and co-engineered a data-warehouse, combining Asset Center Oracle data and Enterprise discovery MySQL data into one source using an overnight ETL process. This enabled sophisticated BI analysis to improve the data quality, service delivery and business processes. The warehouse took the reporting load off production databases, resulting in faster reporting queries and better production application performance.
- Developed an ASP Service Management intranet module that was single source for all nation-wide Service Management communication at Health Canada. This website used custom web queries to the consolidated Service Management database to provide up to date status on all Service Management activity.
- Took over 4th level engineering support of the OpenView suite from full-time staff during budget cuts, improving on performance and reliability and standardization.

Public Works & Government Services Canada (PWGSC), Ottawa, ON
Business Systems Analyst/Developer, July 1997 – December 2007
Co-launched and supported the first thin-client System at PWGSC that cost $20 million and affected a user base of 20,000 employees. Designed, implemented and supported a web-based timesheet and contract reporting system that billed $250 million and was used by over 400 contractors.

- Provided ongoing High-level Business Development and Architecture Planning (BDAP) services to PWGSC and its clients. Prepared and reviewed RFPs, SLAs, Metrics, SOPs and other operational documentation.
- As part of a small cutting-edge team, researched, developed and then implemented the first Thin Client system used at PWGSC providing 4th level engineering support.
- Acquired a deep understanding of Problem and Change Management fundamentals by working within the PWGSC IT framework.
- Developed, implemented and maintained an ASP intranet site to support 200+ contractors and was used for invoices, forecasts, reports and billing the Federal Government. The intranet site also provided contract-wide announcements, security updates, performance metrics, monthly reports, time management, service requests and other similar functions.

OmniMark Technologies Corporation, Ottawa, ON
Sales and Customer Support Manager, May 1994 - October 1996
Managed the sales and customer support for a company of 30 employees with total yearly sales of over $5 million and 250 customers in 25 countries.

- Implemented a process to collect overdue accounts resulting in a 50% reduction in delinquency
- Implemented a database-driven mailing process to increase maintenance revenue by 150%
- Created a shipping process, established an inventory for on-demand shipping and installed automatic Fed Ex shipping and tracking devices. Reduced shipping time from 2 days to 1 hour.
- Managed Sales Administration staff of 4 and acted as Sales manager when required.
- Assigned to the European office (Paris, France) for 2 months – supported customers in 10 countries and doubled average monthly sales for that period.
- Supported high-profile organizations such as: Microsoft, Thompson Publishers, CIA Printing and Photography, Research Institute of America, Bureau of National Affairs - Washington DC, Lexis-Nexis, Wolters Kluwer, Union Bank of Switzerland and West Publishing Co.

Honors BA, Philosophy, Carleton University