

# ADRIAN BARNES

ME@ADRIANBARNES.COM

## MILESTONES

*16 years*

*using computers*

*10 years*

*in the IT industry*

*7 years*

*leading people and projects*

## PERFORMANCE

*"... [Adrian] accepts full responsibility for his actions and independently takes steps to resolve situations. He continually strives to improve working relationships and is good at resolving conflicts. His written and presentations / products receive numerous compliments for quality, clarity, and effectiveness. He anticipates and resolves problems, and takes into account consequences of decisions on organization and customers. Adrian is a consistent self-starter; needs minimal supervision and he continually seeks better ways to improve the job and department ..."*

[2008 Performance Review](#)

*"... [Adrian] is a pleasure to work with and is an asset to the company. He has proven himself time and again and I look forward to being able to provide him with challenging opportunities within this company ..."*

[2007 Performance Review](#)

## PROFESSIONAL PROFILE

Visionary; results oriented, driven leader with an outstanding record of delivering strong instructional, process minded measurable integration projects on time, and within budget. Proactive; works closely with business clients and technology personnel during the design, configuration, application and training stages. Articulate; combines strong business acumen with the ability to conceive profitable and efficient solutions utilizing technology. Industrious trouble-shooter; thrives on challenges and works effectively with all levels of organization.

## CAREER HISTORY

### *Solution Delivery Manager*

*March, 2009 to Present*

OCIO, Government of Newfoundland and Labrador, St. John's, NL

- » Direct multiple leading-edge technology solution projects within various public sector departments, agencies and branches by working with project managers and business stakeholders to develop and / or procure solutions that meet business requirements and strategic "business transformation" objectives while aligning with the System Development Lifecycle (SDLC) and industry best practice (i.e. Gartner, Forrester, etc.).
- » Simultaneously coordinate efforts of a team of over 75 project team resources, including internal, client, and vendor staff by managing, motivating, and leading project teams and their teams in identifying and prioritizing development initiatives including setting timetable deliverables, evaluation, development and deployment of projects.
- » Serve as liaison and primary interface (both internal and external) during delivery of technology solution projects; ensures customer satisfaction by managing the details of overall project schedules, budgets, and deliverables via extensive interaction with project teams, business stakeholders and other members of cross-functional teams.
- » Participate in monthly / annual budgeting process to ensure financial alignment, including the development and management of operational and capital budgets of ~\$3.0 million annual project portfolio budget.
- » Conducts regular Project Review Meetings to get updates from the PMs and to analyze project parameters and guide the project team to identify potential risks. Guide / Work with the PM to prepare risk mitigation plans and manage contingencies and over-runs while controlling all project milestones and sign off points.
- » Work directly with Solution Delivery and PMO Directors, peer Solution Delivery Managers, and Project Managers in developing, updating, implementing, managing, and continually improving the SDLC.
- » Responsible for execution of all projects and ensuring best possible billable utilization for all vendor resources while ensuring confidentiality and reliability of corporate data, proprietary information, and intellectual property.
- » Responsible for publishing, reviewing, scoring and approving proponent (vendor) responses to tenders and RFPs.
- » Works proactively with Application and Infrastructure Support to seamlessly transition technology solutions from development to production environments while following escalation procedures for all faults and incident management during transition period.

### *Service Desk Operations Manager*

*April, 2003 to March, 2009*

Bell Aliant, St. John's, NL

- » Managed day-to-day operations for ITIL-aligned Service Desk department comprised of 80 frontline analysts, 10 Sr. Analysts and 6 Team Leads supporting ~30,000 end-users and ~1,000 systems in Energy, Government, Health, Consulting, and Transportation sectors on \$3.0 - \$3.5 million annual departmental budget.
- » Team management responsibilities include proactively recruiting, interviewing, testing, and hiring new team members, organizing workload, offering career direction, monitoring performance, performing coaching, structuring team procedures / goals / targets / deadlines and coordinating inter-departmental communication.

## PROJECT EXPERIENCE

- » Business Intelligence
- » Business Process Re-engineering
- » Case Management
- » Customer Relationship Management
- » Education Systems
- » Enterprise Resource Planning
- » Financial Management
- » Rules Engines

## PERSONAL EXPERTISE

- » Application Development & Integration
- » Business-IT Alignment
- » Change Control Management
- » Client Relationship Management
- » Labour Relations (Collective Bargaining)
- » Project Management
- » Process Development
- » Quality & SLA Assurance
- » Resource Management
- » Risk Management
- » Service Desk Support
- » Solution Delivery
- » Strategic Business Planning
- » Team Leadership, Coaching and Mentoring
- » Technology Transfer
- » Transition Management & Deployment
- » Vendor Management
- » Workforce Management

## CERTIFICATIONS

- » A+, i-Net+, Network+  
Certified Internet Web Professional
- » ITIL Foundations
- » ITIL Practitioner (Support & Restore and Incident and Problem Management)
- » MCSE (Microsoft Certified Systems Engineer)
- » PMP (Work in Progress)

## CAREER HISTORY (CONTINUED)

- » Establish exceptional standard of client awareness and relationship management. Instils departmental leaders and employees with a deep sense of responsibility for client relations and satisfaction to ensure client loyalty and retention. Work with other operational support departments to produce, ensure and deliver accurate, quality measurement data to clients on schedule (Service Levels and KPI's).
- » Proactively designed automated, centralized scorecard which trends departmental health in budget / expense, capacity, service level attainment, and workload with simple report card summary (capacity model was used as corporate template for other departments).
- » Developed business criteria and framework for identifying primary and secondary applications and designing layered support models to ensure business and end-user requirements are met 24/7/365. This was accomplished by re-architecting telephony Interactive Voice Response (IVR) and web form systems and establishing OLA's and UPC's with stakeholders and scheduling recurring reviews/audits to ensure long-term viability and health.
- » Business Prime for self-serve password reset application which was designed internally, from the ground up, in alignment with industry and best practice standards.
- » Rebuilt Service Desk business model for frontline and Sr. Analysts integrating into Union roles to ensure alignment with Collective Agreement while maintaining efficiency, effectiveness and profitability.
- » Business Prime for project which migrated Service Desk department onto new telephony platform to realize cost savings and leverage technology benefits. Project was on time, under budget and transparent to clients.

### **Knowledge Manager**

*xwave, Moncton, NB*

- » Designed, created and implemented process and support models for largest federal government contract tendered in 2001, largest US-based company serving company-to-company broadband, one of first Atlantic Canadian Small-Medium Business Managed Service offerings, and cutting-edge telecommunications eLearning platform in partnership with Nortel.
- » Managed transition from legacy Content Management System (CMS) to new in-house developed Knowledge Base for multiple clients. Project tasks included researching industry best practice, developing effective and efficient business-to-business procedures, meeting with clients on-site to discuss content "direction" comfortability, restructuring content flow, creating user guides, support documentation and training curriculum, maintaining content accuracy via bi-weekly focus groups with department leads.

*December, 2001 to April, 2003*

### **Corporate Trainer**

*xwave, Moncton, NB*

- » Developed curriculum and training programs adhering to corporate / client policies and troubleshooting procedures. Delivered training via classroom, eLearning, video and audio conferencing utilizing MS Office and proprietary software for up to 30 new employees in 10-day sessions.
- » Monitored / coached new employees in 5-day "hands on" facilitation session.
- » Designed training manuals, modules, and automated skill-tracking quizzes to verify support staff have required understanding of customer service skills and technical ability to perform in their position.

*November, 2000 to December, 2001*

## EDUCATION

### **Business Information Technology Specialist (BITS)**

*New Brunswick Community College (Saint John, NB)*

*1999 to 2000*

### **Electronic Engineering Technologist**

### **Electronic Engineering Technician**

*RCC Institute of Technology (Concord, ON)*

*1994 to 1996*

## REFERENCES

- » Available upon request.