



Jenny Lucas, B.Sc.

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Hold: B.Sc. - Specialization in Computer Science - University of Alberta

Presently hold the position of Consultant/Owner

Experience as a Liaise:

Business Liaison, Management Consulting, Strategy and Planning

Experience as a Trainer:

Training, Mentorship, User Support

Experience as Technical Administrator and Developer:

Software Development, Networking, Servers, Infrastructure

Jenny loves presenting technical material to staff at all levels. She has 13 years' experience delivering online sessions, developing training programs, courses and presentations to a wide range of audiences from clerical to IT staff to Directors and Governing Council, from one to 300.

At Alberta Pension Services, Jenny had two weeks to develop a training plan and materials for the implementation of Change Management. She met the hard date for starting training, even with changing business rules, learning the tool, and assisting the Project Manager with workflow testing. During the following two weeks, Jenny was tasked, in parallel with delivering the training, with creating both a Procedure's Manual and a User's Guide.

At Athabasca University, Jenny was tasked with creating a training unit and supervising one additional trainer. The focus was on all IT related systems. As such she performed ongoing needs assessments, developed a training strategy, developed plans and specific course content. She had to look at the diverse geographic needs of the staff to create face-to-face content and online materials. This role was a very independent position. Jenny was the primary liaison with all business units and leveraged her knowledge of their business practices to provide recommendations based on their specific needs. She also worked with trainees to find specific tasks they performed and used them on the fly as examples. She provided one-on-one support to all senior staff.

Jenny is passionate about technology and has a strong technical background. That strong background gives her the skills to understand the technology and how it is, or will be, leveraged by an organization. It also strengthens her ability to understand strategic plans and to quickly get up to speed with the systems in use.

At Athabasca University, Jenny moved into the Change Coordinator role. This position reported to the Change Manager and she worked with CAB. Following a couple of ITIL workshops, she was tasked with developing the CMDB. Her strong communication skills were used by Business Units to facilitate their use of various technologies. Understanding both the business processes and the computing systems available were vital to this role. Her energy and ability to motivate others were leveraged by a Project to move all staff forward to a new email system. She was part of the team that compiled data from users, looked at how the new email system would impact their business practices, assessed 4 different email systems for suitability, and provided selection recommendations.

Jenny's passion for sharing knowledge and her skills with technology has allowed her to utilize a wide variety of software tools, including but not limited to: Elluminate and WebEx to deliver presentations online, Moodle and Plone for online self-training materials and quick reference guides, Adobe Captivate, Adobe Photoshop, Adobe Premiere and other editing tools to create stills and videos, and of course Microsoft Office, including Visio and Project.

Summaries

Hold: B.Sc. with Specialization in Computer Science

- * University of Alberta

13 Years Working Experience as an Instructor/Trainer/Communicator

- * Lead Instructor, Mentor and Facilitator
- * Presenter, "Translator"
- * Developed course content and delivery
- * Skilled teaching numerous diverse topics

30 Years Progressive Experience with Computers

- * Systems: Exchange, AD, Windows Server (2003, 2008), Dynamics, GIS
- * Development: Visual Basic (3, 4, 5, 6, .NET), VBScript, Assembler, Java, C, C++
- * Internet Development: HTML, ASP, ASP.NET, XML, VRML, CSS, JavaScript
- * Databases: SQL Server, Access, Dbase, Oracle
- * Operating Systems: Windows (3.1 to Windows 7), DOS, Macintosh, Unix/Linux
- * Applications: MS Office (95, 97, 2000, XP, 2003) , AutoCAD
- * Multimedia Applications: Sony Acid, Jasc Paint Shop Pro, Caligari TrueSpace
- * Real Time Systems: PanelMate, PLC Ladder Logic, SimPac

36 Years Experience with the Public

- * Trainer, Instructor, Technical Sales, Retail Store, Theatre, Restaurant

Excellent Interpersonal and Communication Skills

- * Listen constructively and make effective decisions
- * Enjoy working with others as a productive participating member of an effective team

Strong Skills in:

- * Assessing, Planning, Implementing and Evaluating Activities and Resources to Meet Workload Demands and Scheduling Commitments
- * Superior Organizational Skills
- * Excellent Customer Service/Public Relation Skills
- * Exemplary Problem Solving/Decision Making Methods
- * Self Motivated and an Outstanding Learner
- * Excellent Multi-Tasking Abilities
- * Detail Oriented
- * Solid Work Ethics

Achievements

Created a self-learning interactive movie for Alberta Justice	2011
Single-sourced my personal history and resume as XML files, with XSD, and created XSL to output resumes!	2011
Guest Speaker at CIPS "Women in IT" 5 years	2009
Develop server virtualization and consolidation plan to save 50% on overhead	2009
Combined ITIL Framework with Business Processes for Change Management	2008

Developed on-line "In Service" calendar and registration system	2006
Created a broad-spectrum training plan for 1000+ staff	2005
Developed on-line certification exam in ASP	2004
Guest Speaker at CIPS ICE Conference, on .NET Technologies	2003
Graduated University	2002
Semi-Finalist in Microsoft sponsored contest for .NET and Web Services *1 of 100 students in North America chosen based on initial concept	2002
Developed Web-based home Personal Information Manager, similar to Hotmail	2000
Co-Inventor on patented product	1997
Initiated operator interface and control programs for \$1 million prototype	1996
Developed corporate website with 3D animations	1994
Integrated diverse legacy software into a single application * Reduced processing time by ~75%	1993
Instrumental in developing Canada Post's Monotainer	1982

Education

B.Sc. with Specialization in Computer Science

University of Alberta (2002)

- * Physics (Astrophysics, Relativity, 8 Courses Total)
- * Math (Discrete Math, Graph Theory, 6 Courses Total)
- * Philosophy (Logic, Ethics, 6 Courses Total)

Certificates

various ()

- * Nexient - "Managing Exchange 2003"
- * Langevin - "Instructional Design for New Designers"
- * Langevin - "Training Needs Analysis"
- * NAIT - "Becoming a Master Instructor"
- * Certiport - IC3 Pathway Champion
- * Certiport - (ICDL) International Computer Driver's License
- * Northern Lakes College-"Essential Skills for Supervisors"

Workshops

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- * Project Management level 1-Athabasca
- * Project Management level 2-Calgary

Career History

Trainer

Client: Alberta Pension Services Corporation
(Edmonton)

MAY2011 - AUG2011

- * Developed and delivered 4 distinct training sessions to 4 different groups

- * IT staff, Service Desk Agents, Management, and all other staff
- * Work with Project Manager to implement Incident Management
- * Assisted with defining the process and procedures for Incident Management and Request Fulfillment
- * Developed Process, Procedures, and flow documentation
- * Assisted with User Interface, design, develop and test BMC's Service Desk Express as the ITSM tool to support Service Management
- * Work with Project Manager to implement Incident Management
- * Assisted with User Interface, developing and testing BMC's Service Desk Express
- * Designated sole contact for 2 business units as they implement Service Desk Express, including: training, planning and implementation

Trainer/Documenter

Client: Government of Alberta, Justice Ministry

JAN2011 - MAY2011

(Edmonton)

- * Trainer/Documenter on Court Case Management project, phase 2
- * Planned, coordinated and delivered training in Edmonton and Calgary.
- * Current systems, RCS and PRISM, undergoing complete re-platforming
- * Remote Courtroom Scheduling, RCS, is a web-based application to schedule Judges, courtrooms, prosecution and defense attorneys, and their staff
- * PRosecution Information Systems Management, PRISM, is an internal-only stand- alone application to track the movements of an accused's file
- * Focus is on development of training materials, usable in facilitated classroom, eLearning, and self-learning modes
- * Phase 2 is to combine both of these applications, and others, into a single system. Currently in architecting, the new system will include SQL Server, Dynamics CRM, Outlook and the Internet
- * Work with Business Analysts in design and implementation decisions
- * Worked with another trainer
- * Develop modularized courseware using Captivate
- * Develop Users' Guide using RoboHelp
- * Provide initial research into software selection to perform data capture

Trainer

Client: Alberta Pension Services Corporation

AUG2010 - DEC2010

(Edmonton)

- * Work with Project Manager to implement Change Management
- * Developed courseware for Change Management using Captivate
- * Delivered training to IT staff at all levels using PowerPoint and Smartboards
- * Developed Users' Guide and Procedures Manual
- * Assisted with User Interface, developing and testing the software tool selected: BMC's Service Desk Express
- * Liaise with technical team during development and testing of the software

- * Used Microsoft Word, Visio, Snagit, PrimoPDF

Web master

Client: COPE National AUG2003 - FEB2011
(National)

- * Maintain web site: host, registrar, page updates, etc
- * Developed on-line exam system in ASP and ASP.NET

System Administrator/Trainer

Client: Athabasca Outdoor Products JUN2010 - FEB2011
(Athabasca)

- * General system administration
- * Networking, security, and backups

Administrator (System, Network, Exchange, SQL Server, Active Directory), Desktop support

Client: Capital Steel SEP2005 - Present
(Edmonton)

- * Backups, networking, system installation and configuration
- * Design IT infrastructure for new facility
- * Migration from workgroup to domain
- * Migration from SBS2003 to SBS2008
- * Regularly liaise with VP on technical plans and strategies

Owner/Consultant

JennyKayla Consulting Ltd. JUN2004 - Present
(Edmonton)

- * Tagline: Your Computing “General Practitioner”
- * Advising and recommendations
- * Create custom XML, schema and transforms to single source resume components
- * Maintaining workgroups and domains
- * Maintaining hardware, including workstations, servers and networking
- * Maintaining software, including Server 2008, XP, Windows 7, Exchange and SQL Server
- * Training, including “How to Recognize Spam”, “Understanding Viruses”
- * Writing and maintaining technical documentation for IT and end users

Change Coordinator

Athabasca University OCT2008 - FEB2009
(Athabasca)

- * Maintain history of configuration of all ITS systems
- * Coordinate and prepare for monthly Change Advisory Board meetings
- * Liaison between CS department and all Business units
- * Assist Project Manager on deployment of new enterprise email system

- * Compile system dependencies and develop process workflows as start of ITIL Service Support and Change Management initiatives

Senior Information Technology Trainer

Athabasca University
(Athabasca)

MAR2005 - OCT2008

- * Develop training program and individual sessions to groups and individuals on desktop applications, use of Windows, and AU's specific software systems
- * Develop user guides, handouts, step sheets and other materials to support learning
- * Content delivered via face-to-face classrooms in Athabasca, Edmonton and Calgary, via synchronous distance delivery technologies such as Elluminate, and electronic asynchronous delivery on-line via Moodle
- * Supervise one other Trainer and coordinate with external training
- * Designed and developed INAU scheduling system in ASP.NET
- * Initiated course outlines to staff via Content Management System: Plone
- * Participant on various committees: Moodle LMS, Alfresco CMS, Project Management Office, Change Advisory Board
- * Provide feedback and evaluations of new in-house created systems as well as externally acquired systems that will be in general use across the University
- * Required to communicate with all University staff including the Chief Information Officer and other department heads
- * Liaise with Business Units and Executives to advise on Best Practice and recommendations of IT systems
- * Liaise with Business Units to assess their training needs
- * Experience with Plone, Alfresco, Moodle, HEAT, Banner, Oracle, Zimbra
- * Contributed to internal newsletter, articles on technology trends, "In Jen's World"

Instructor

NAIT
(Edmonton)

JAN1998 - NOV2004

- * Prepare lesson plans, mentor students with their programming assignments, develop assignments, and new course content. Coordinate and supervise other Instructors, delivering the same course material and maintain contact with the day-program coordinator
- * Courses ranged from entry-level computer programming to advanced concepts, technical physics and mathematics, and hands-on training in Microsoft Office 2003
- * Courses taught:
 - ASM206 "Software" using MS Office
 - ASP191 Pre-Technology Physics
 - AI506 "Architecture and Security"
 - AI586 "System Development Tools" in ASP.NET
 - CPM150 "Introduction to Computers"
 - CPM160 "Introduction to Computers, with programming"

CS435	"Programming in Visual Basic" with VB6
CS450	"Web Application Development" in HTML and ASP
IST180	"Fundamental Machine-Level Concepts"
IST280	"Data Structures and Algorithms"
BCS435	"Programming in Visual Basic"
BCS450	"Web Application Development"
MCC200	"XML"
MCC670	"Visual Basic .NET Level 1"
MCC671	"Visual Basic .NET Level 2"
MCC672	"Visual Basic .NET Level 3"
MCC673	"Visual Basic .NET Level 4"
PM150	"Introduction to Computers" using MS Office
TA169	Technical Physics
ST180	"Fundamental Machine-Level Concepts"
ST280	"Data Structures and Algorithms"

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