

# HEMS

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## AVAILABILITY

VP

Director

Senior Management

Senior Project Management

## EXPERTISE

- Delivery Outsourcing Management
- PMO Management
- Business and Process Transformation
- Communication & Negotiations
- Personnel Leadership
- Organizational Development
- Cross Functions Management
- Off-shore Global Delivery Management
- Technology Transition and Transformation
- Quality System Management
- Management of 3rd party
- Process Engineering and Improvements
- Business Operations Management
- Business Development
- Proposal Preparation and Negotiations

## LANGUAGES

English

Arabic

French

Italian (very basic)

German (very basic)

## PROFILE

Multilingual professional with over twenty years' experience in senior management and executive roles, managing and delivering engineering services, procurement, asset management, project management, PMO management, and delivery process improvement.

Masters Project, Program and Portfolio Management, and Personnel Development.

Achieved outstanding results in the establishment and implementation of best management practices, and performance monitoring and improvement.

Demonstrates a collaborative approach and teamwork.

Led many major and complex projects, managed multiple project management office organizations, implemented and managed an office specializing in consulting, and held several senior roles in the areas of Utility, Aviation, Construction, and IT Engineering Development.

Excelled in world-class companies such as SaskPower, Hydro-Quebec/M3i, Standard Life, PepsiCo, BlackBerry, Shell Petroleum, on behalf of service providers such as CGI, IBM and R3D, and some of their largest customers including Suncor, Air Canada, TD Bank, Manulife, Rogers Communications, Bell Canada, NAV Canada, and others.

Exceptionally skilled interpersonally, in communications, and in analyzing and solving problems.

Calm and focused working under pressure in standard and nonstandard environments.

Expert with international industry standards (i.e. ISO, CSA, ASIC, IEEE, CMMI, ITIL, PMBOK, Lean, Six Sigma, and Military).

## EXPERIENCE – Current Engagements

### Sr. Program Manager- Power Transmission and Distribution

██████████ May 2010 – Present

- Participated in Project delivery model, PMO implementation and system normalization.
- Managed the communication with various stakeholders including government offices, municipalities, various utilities, public and internal stakeholders including senior executives.
- Managed major complex Electricity Distribution and Transmission systems including Smart Meters, Smart Grid, and revitalization programs.
- Controlled large budgets and delivered \$850M projects portfolio.
- Mastered various delivery models and EPC.
- Managed system reinforcement and customer connect projects for major clients ██████████.
- In this portfolio, managed the most complex and largest project ██████████ has delivered. I1K is a 300 km long 230kV transmission line project. The project connected the existing switching station at the ██████████ Hydroelectric Station ██████████, and extends north to a point near ██████████.
- Implemented transformation strategies to recover troubled projects and improved their performance (budget, schedule, and compliance to scope).

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## EDUCATION

**Executive MBA in Project Management**, 2009  
██████████

**Graduate Diploma in Management**, Major in Business Administration and Management Science, 2004  
██████████

**B. Sc Degree in Engineering**, Major in Mechanical Industrial Engineering, 1981  
██████████

## ASSOCIATIONS and Other Privileges

- ISO Certified Lead Auditor
- Member, PMI
- Egyptian Board of Professional Engineers
- Eligible for Board of Professional Engineers in Alberta, Saskatchewan Québec and Ontario

## PROFESSIONAL DEVELOPMENT (Training)

- Strategic Management
- Human Resources Management
- Financial Reporting
- Capability Maturity Model
- Agile methodology
- WWPM methods-IBM Project
- Internal Process Improvement CBA-IPI
- ISO 9000 Standards
- IBM GTS Best Practice Methodology – PMO, RFS, Business Operations
- Asset Management best practices and Pass 55 Standards
- CGI Project Management Framework
- Lead Auditor - ISO 10011 (QMI)
- Ernst & Young Methodologies

## Managing Director

██████████, July 2019 – Present

██████████, March 2016 - Present

- Established the corporation structure and cross function areas
- Prepared strategic plans and business development material.
- Established corporate cashflow systems.
- Managed corporate branding, design, and website development.
- Conducted profit projection presentations.
- Established administrative systems for both corporations.
- Conduct introductory presentations, craft and deliver proposals, and develop and implement organizational structures.
- Directed development of all corporate procedures, organization structure, and defined function areas and procedures.

## EXPERIENCE – Previous Engagements

### Delivery Executive, Project Executive

██████████, Oct 2005 to Apr 2010

- Managed complex programs and large organization including 30 project managers, 12 project control office specialists and 800 development/delivery resources and third-party contractors.
- Established excellent relationship with the client's executives, program management and sponsors. Provided guidance and helped to establish adequate governance for the overall program's management system.
- Expanded account scope and recovered and improved revenue and profits.
- Refined delivery strategy and accelerated plans to accommodate the overall program's business case and critical path.
- Adopted global delivery and implemented Follow the Sun delivery models to meet challenging customer schedules.
- Maintained health and performance efficiency of projects and programs.
- Implemented process improvements to manage the complexity and mitigate risks of the program.

### Director, Consulting Services [Contract]

██████████, May to Sept 2005

- Managed the ██████████ **IT Division** enterprise systems transition for BASIL II compliance implementation for major Canadian banking client.
- Defined and established implementation strategy and software processes to manage and maintain systems under the new standards.
- Defined strategic plans and implemented management procedures efficiency.

## METHODS and TOOLS

### Management Tools

MS Office Suite

MS Project

Visio

Project Workbench

IBM Rational Portfolio Management

Lotus Notes

Primavera P6

SAP

### Methodologies

Rational Unified Process 9RUP)

Engineering Application  
Development Method

IBM Unified Method Framework

CGI Project Management  
Framework-PMF

Ernst & Young methodology

Worldwide Project Management  
Methodology (WWPMM)

Agile Methodology

GTS Best Practice Methodology –  
PMO,

RFS,

Business Operations,

Electricity Transmission Delivery  
Model,

EVA,

Risk Indexing

## Sr. Director Project Management

██████████, Apr 2001 to Nov 2004

Championed System Delivery and Program Management for leading designer, manufacturer, and marketer of wireless communication solutions. Identified improvement opportunities and drove substantial company growth by implementing robust delivery management framework.

- Managed large organization including 32 project managers, and 700 development/delivery resources globally.
- Managed the delivery of ██████████ systems and application.
- Implemented organizational and management systems to manage the projects portfolio, project managers, and delivery resources.
- Implemented integrated project central planning and management tool suite (Primavera P3 and e-Time Machine). Incorporated applicable project management and development methodologies and workflows to manage the overall projects portfolio. Provided visibility to different layers of management, development, and business partners.
- Managed business continuity and disaster recovery program including capacity planning, infrastructure, security (i.e. ISO 17799 standards), back-up strategy, and wireless service high availability. Applied DRII and ITIL Standards.

## Sr. Manager-PMO

██████████, Sept 1998 to April 2001

Managed projects performance and Project Management Reviews (PMR's) for one of the largest independent IT service firms in the world. Conducted project and system assessment. Optimized performance, determined corrective actions, established risk, quality, and issues management plans, and facilitated recovery and projects transformation.

- Managed transformation and recovery for troubled projects during various phases for critical and complex projects, e.g. Enterprise Billing System, NetworkX, Area Code Overlay systems, Enterprise Data Warehouse projects; Provided consultation on software release process.
- Developed and implemented PMR process based on PMI standards. Carried out system and project audits. Provided recommendations and managed troubled projects implementing corrective actions.
- Managed project audits and implementation of corrective and preventive plans.
- Participated in the implementation of Project Management Framework PMF (ISO 9000 certified system).

## Earlier experience includes:

Director PMO - ██████████, Military Simulator Systems

QMS Office - ██████████

Manager Project Delivery - ██████████

Development Manager - ██████████ (Mapping systems and GPS)

Engineering and Construction Program Manager - ██████████

Sr. Engineer and Project Manager (Aviation fueling projects) - ██████████