

Dav Riddell

IT Professional

Career Summary

My twenty years of experience in IT have seen me tackle a variety of roles from Project management, to IT support, for several major organizations, across a wide range of departments. My flexibility and adaptability, along with a professional business attitude, and a personality that promotes relationship building, have formed the backbone of my career.

I am a personable, driven, results-oriented professional, with a long history in IT and Project leadership. In my career, I have earned a reputation for getting the job done, and getting it done right. As a result, companies tend to engage my services again and again, as new projects and new challenges arise.

For the past several years I have been self-employed, working various short-term IT contracts, and although I have enjoyed the challenge this diversity of positions affords, I am now looking to transition to a more permanent, full-time role.

Career Overview

- 20 years in IT focused on project management, business analysis and IT administration and support.
- Methodical, curious, and analytical by nature.
- Proficient in resolving issues in a timely manner.
- Takes on extra responsibility where appropriate.
- Evaluates deficiencies early and takes appropriate action to resolve or escalate.
- Comfortable dealing with vendors, clients, peers and management and building relationships with each.
- Proven ability to steward a project throughout its lifecycle, from defining scope to hand-off.
- Comfortable in a technical environment, both in managerial and hands-on positions.
- Experience dealing with fast-paced, multi-vendor, multi-stakeholder environments.
- Excellent people skills. Articulate, friendly and effective communicator adaptable to a variety of corporate cultures.

Academic Qualifications

- York University, B.Sc. Honours Biology
- Currently pursuing project management certification (PMP)

Key Skills

AREAS OF EXPERTISE

- Project Management
- Business Analysis
- IT support
- Managing staff and clients
- Project Coordination
- Hardware Deployment
- Facility setup
- Managing Vendors and Trades

TECHNICAL SKILLS

- Advanced user/administrator all version Microsoft Windows.
- Advanced user/programmer for Microsoft Office.
- Advanced MSProject experience.
- Advanced scripting with VBA, Office macros, batch files.
- Intermediate experience with Mac OS and Linux.
- Intermediate experience with various web-authoring tools.
- Familiar with a variety of software packages: Open Office, yED, Visio, Thunderbird, etc.

PERSONAL SKILLS

- Team leader capable of motivating staff.
- Good knowledge of project management methods and practical implementation.
- Willingness to embrace responsibility.
- Superb communication skills.
- Able to articulate technical jargon to a non-technical audience.
- Adaptable to quick changing environments and requirements.
- Results driven, adept at problem solving.
- Able to quickly identify, resolve and escalate issues in a timely fashion.
- Dedicated, loyal, trust-worthy, hard working, and reliable.

REFERENCES

Available on request.

CONTACT DETAILS


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DETAILED EMPLOYMENT HISTORY

Self-Employed (2003 – present)	Independent IT Consultant I am self-employed, often taking on various short-term IT and consulting jobs including: website design, creating MS Access databases, IT troubleshooting, new hardware and software deployment, office LAN wiring.
Spin VFX (2012 – 2013)	Facilities / Move Project Coordinator Coordinated a company-wide move and new facility upgrade with company stakeholders, building management, and both IT and construction vendors and trades. Systems Administration Responsible for coordinating the client move of servers, desktops, documentation and end-user support in a Windows, Linux and Mac environment.
IMAX Canada (2011)	Systems Administration Provided technical support for in-house artists, hardware and software support and upgrades, server monitoring and upgrades, and digital transfers to and from clients.
Magnitude FX (2010)	Systems Administration – New studio build Assembled desktop environment for a visual effects studio (160 machines) under extreme time pressure. System Administration and end-user support for same.
Kingston Marine Brokerage (1998 – 2012)	Webmaster / Business Analyst / IT Support Designed and implemented a web-based database solution, analyzed client needs and provided training and support leading to improved revenues and lead generation.
Canadian Cancer Society (2002 – 2003)	Service Centre Coordinator/Business Analyst Led a Help Desk team of 4. Provided guidance, documentation, staff reviews, budgeting, cost and risk analysis, and top-level IT support. Developed Financial database, issued RFPs and RFQs, dealt with vendors and reporting to management. Coordinated deployment of ISDN/DSL solution to 50+ satellite offices.
Imperial Oil Canada (1999 – 2002)	Problem/Change Management Project Business Analyst IT Liaison between end users and Project Manager coordinating the Canadian arm of a global software platform rollout. Business Analyst / Desktop Support Business analysis, troubleshooting, reporting and documentation of a company-wide software rollout including writing of installation scripts, software and hardware testing. Engineering Services Project IS Lead Conducted Business Analysis, created workstation images, rolled out hardware and software to end users. Provided reporting to management, support and documentation. Project Manager/Senior Business Analyst, Modem Project Led team in researching, identifying, and retiring 1500 telecom lines, analyzing business needs, and proposing and implementing solutions. Project Manager/Lead Installer – Y2K Rollout One of three project managers supervising 10 technicians rolling out new hardware and software to 6000 users on a company-wide, multimillion dollar project.
City of Toronto (1999)	Business Analyst Y2K Project Coordinated six senior business analysts on the Y2K team for the City's Department of Clerks and Records. Developed and maintained Microsoft Project schedules.