

Brenda Shuttleworth

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Career Objective

- Actively seeking contract consulting opportunities as an Independent Consultant in a **Business Analyst** or **Business Systems Analyst, Systems Analyst, Technical Writer or Report Developer** role. Contracted services are provided via solely-owned, provincially incorporated business – [Coastal Insights IT Services Limited.](#)

Current Status

- Recently completed 12 month contract at **Heli-One**, currently engaged in freelance consulting (part-time)
- Available for part-time or full time opportunities in Vancouver, Richmond, or Victoria, BC

Career Highlights

- 11 years experience as an IT Professional (**Business Analyst, Consultant, Systems Analyst**)
- ITIL Foundations Certified in Service Management
- Experience with diverse range of industries and clients
- FOIPPA Project experience
- Active Reliability Status (Govt of Canada Security Screening Certificate)
- Graduate of SAIT's Information Technology Professional (ITP) Program

Professional Affiliations and Memberships

Member of International Institute of Business Analysis (IIBA)

Member of the Professional Association for SQL Server (PASS)

Member of The Data Warehouse Institute (TDWI)

Member of Cognos Professional Users Group

Currently pursuing CBAP designation

Currently pursuing Microsoft Certified Application Specialist (MCAS) for MS Excel specialization

Certifications

Microsoft Certified Professional (MCP), Calgary, AB, 1999

Certified Continuing Education Facilitator, Vancouver School Board, Vancouver, BC, 2002

ITIL Foundations Certified, Edmonton, AB, 2007

Training

Graduate (Diploma) – Information Technology Professional – (ITP Program), Calgary, AB, 1999

Graduate (Diploma) – Southern Alberta Institute of Technology (SAIT), Calgary, AB, 1999

Work History Chronology

2011 – Heli-One / CHC; Coastal Insights IT Services (Delta, BC; Vancouver, BC)

2010 – Top Producer Systems; Coastal Insights IT Services; Heli-One / CHC (Richmond, BC; Vancouver, BC)

2009 – Provincial Govt of BC; Coastal Insights IT Services (Victoria, BC; Vancouver, BC)

2008 – Fujitsu Consulting (Vancouver, BC)

2007 – Fujitsu Consulting (Victoria, BC)

2006 – Fujitsu Consulting (Victoria, BC)

2005 – Fujitsu Consulting (Victoria, BC); The Alderwoods Group (Burnaby, BC)

2004 – The Alderwoods Group (Burnaby, BC)

2003 – The Alderwoods Group (Burnaby, BC)

2002 – The Alderwoods Group (Burnaby, BC)

2001 – The Alderwoods Group (Burnaby, BC); The Graycon Group (Calgary, AB)

2000 – The Graycon Group (Calgary, AB)

Work History and Experience

Business Systems Analyst

Client: *Heli-One / CHC*

Industry: Helicopter Transportation, Supply Chain, Maintenance, Repair and Overhaul (MRO) for global customers

Duration: 12 month contract - April 2010 to April 2011

Responsibilities:

- Requirements elicitation and documentation for Change Requests in ERP system
- Liaison between MRO system users, Business Intelligence Team and Data Warehousing Team
- Systems Analysis, Data Analysis, Process Analysis, Configuration Analysis, Fit Gap Analysis
- Member of B2B EDI Project Team (Business To Business – Electronic Data Interchange)
- Development of reporting solutions (ODBC, cubes, pivot tables, BI interface)
- Creation of user documentation and provision of end-user application support
- Technical specification documentation and liaison to programmers
- Testing facilitation (functional and UAT) and documentation
- SharePoint site administration and coordination between BI and Finance Teams
- Configuration Management Database (CMDB) design and documentation

Tools and Resources used: Movex (Lawson ERP system), MS Office Suite, Visio, Cognos, SQL (DB2, SQL Server), SharePoint, Webtrac (Incident Tracking), Source One, Helisoft, MKS (bug tracking, issues log and change requests)

Data Analyst

Company: *Top Producer Systems*

Industry: Software for Real Estate

Duration: April 2009 to March 2010

Responsibilities:

- Requirements gathering for reporting and analytical needs
- Stakeholder interviews and solution implementation support
- Support operational teams (Finance, Marketing, Sales, Customer Service, Executive Management Team, Back Office Projects) in management of reporting and initiatives (i.e. product releases, BI analysis, Marketing campaigns)
- Business Intelligence analysis and data modeling
- Data Migration analysis and server deployment configuration documentation (BI Reporting server)
- Cognos Security analysis and re-design
- Process engineering, solution design and prototyping for Campaign Marketing team
- User Acceptance Testing facilitation and coordination
- User training for data consumers (i.e. pivot tables, data management)
- Documentation for Customer Master data mapping project (Oracle, Siebel, SQL Server, CRM)
- Liaison to technical development team
- Specification documentation and specification template design
- Work on collaborative projects with stakeholders and technical teams in Westlake Village CA, and Richmond, BC
- Cognos Reports developer

Tools and Resources used: BI Tools (Cognos, SQL Server 2005-2008, Excel 2007), MS Project, Visio, Documentation (MS Office 2007), Visual Source Safe, SOX Compliant Change Control, Agile Project Methodologies, SharePoint, ETL(DTS)

Consultant (Owner)

Company: [*Coastal Insights IT Services Limited*](#)

Status: registered provincially as a Corporation in November 2008

Client(s): Pangaea Arts, West Coast Orthopaedic Laboratories, Maple Leaf Junior Golf Tournament

Industry: Information Technology

Duration: November 2008 to present (currently part-time, freelance consulting work)

Services Offered:

- Process workflow documentation and reverse engineering (i.e. database systems)
- Requirements elicitation and documentation
- User Training
- User Acceptance Testing
- Database Design and Data Modeling

- Collaboration solution recommendations
- Analysis of Data Models, Workflows, Reporting and BI Metrics
- Solution recommendations and implementation support (i.e. CRM, project tracking, database management)

Tools and Resources used: UML Diagramming, MS Access, MS Excel, MS Word, Use Cases, MS Project, Snagit, Visio, ETL, Filemaker Pro, Adobe Framemaker, Adobe RoboHelp, Adobe Technical Communication Suite

Web Analyst

Client: *Provincial Government of British Columbia (Tourism, Culture and the Arts)*

Industry: Government

Duration: Temporary position (January 2009 to March 2009)

Responsibilities:

- Collaboration facilitation and solution recommendations for BC Film Commission staff
- Liaison between business users and operational support teams
- Liaison between business stakeholders and 3rd party vendors
- Supported rollouts of government-wide workstations and software upgrades
- Supported end-users in use of specialized film location software (training, coaching, troubleshooting, bug tracking and data management)
- Managed database security and user access
- Documented and recommended Problem Management tracking processes

Tools and Resources used: MS Project, Visio, Excel, Groove (collaboration), Filemaker Pro

Business Analyst

Client: *Provincial Government of British Columbia (Tourism, Culture and the Arts)*

Industry: Government

Duration: 6 week contract (November to December 2009)

Responsibilities:

- Requirements elicitation and documentation
- Usability Testing recording sessions and presentation to business stakeholders
- Annual Debriefing Review documentation
- Systems Analysis
- Reverse engineering of automated workflow system
- Solution prototyping (wireframes)
- Problem Management process recommendations
- External Stakeholder (remote users) interviews, analysis and requirements collection
- Compilation of requirements from SMEs in Customer Service, Marketing, IT, Operations and external service providers

Tools and Resources used: UML Diagramming, MS Excel, MS Word, Team Workshop facilitation, Usability Testing

Business Analyst/Consultant

Company: *Fujitsu Consulting*

Client: British Columbia Ministry of Education, BCeSIS Project

Industry: Government

Duration: 3 years (October 2005 to September 2008)

Responsibilities:

- Stakeholder Interviews (internal Fujitsu project teams, client-side stakeholders and executives)
- Requirements facilitation (interviews, JAD sessions, workshops, collaborative teams)
- Liaison to numerous project teams and external service providers
- Liaison to School District Implementation teams (data mapping, integrity and migration)
- Team Leader and Process Improvement Analyst (workflow diagramming)
- Service Level Agreement analysis and documentation
- Operational Reporting design (metrics, trends, incident management) and presentations to executives, stakeholders and directors
- Data Stewardship
- Security Architecture documentation
- ITIL-aligned Service Delivery process design (documentation of 60+ Service Desk Processes)
- Incident-Problem-Change and Release Management coordination

- Incident and Bug Tracking System developer and trainer

Tools and Resources used: SDLC, Crystal Reports, Visio, MS Excel, UML Diagramming, MS Project, Macroscopic (Fujitsu proprietary documentation), ITIL Service Management, HEAT (Call Tracking system), SQL (Oracle environment), CMDB, customized data import utilities, SharePoint, ETL(Informatica), Gap Analysis

Business Systems Analyst

Company: The Alderwoods Group

Industry: Services (Retail, Real Estate)

Duration: ~4 years (September 2001 to May 2005)

Responsibilities:

- Member of high-profile HMIS Project team
- Configuration Analysis of software and Requirements documentation
- SME requirements elicitation (Sales, Accounting, Trust, Customer Service)
- Liaison to outsourced technical team of developers in India
- Liaison to Data Migration team, DBAs and System Operations
- Liaison to QA Testing team
- Liaison to Instructional Design team
- Data schema documentation (tables, fields, dependencies, constraints, keys)

Tools and Resources used: MS Project, MS Office Suite, SQL Server 2000, Visio, Crystal Reports, Macroscopic documentation templates, UML Diagramming, Magic (Call Tracking system), SDLC, ETL(DTS), Gap Analysis

Business Analyst/Consultant

Company: The Graycon Group

Industry: Information Technology

Duration: 1 year (September 2000 to August 2001)

Responsibilities:

- Provide IT consulting services to Graycon Group clients (primarily assigned to STARS Air Ambulance)
- System and Infrastructure support
- Liaison to specialized software vendors (CRM software, and ER call tracking)
- End user training
- Requirements gathering for system upgrades and process workflow improvements
- Database design, development, administration and maintenance support
- Incident tracking and Problem management
- Upgrade support, documentation, testing and UAT coordination

Tools and Resources used: TrackIt (Call Tracking system), MS Project, Visio, SQL Server, MS Office Suite

Recent Professional Development

PASS Conference – Seattle, WA November 2009

TDWI Data Modeling (Vancouver, BC 2008)

Informatica Developer (ETL) Level 1 & Level 2 (Vancouver, BC 2008)

Cognos 8 Report Developer (Vancouver, BC 2008)

Macroscopic Methodology courses (Victoria, BC 2008)

Project Management (Victoria, BC 2008)

Consulting Best Practices (Victoria, BC 2008)

References

Excellent references are available upon request

Contract Wage

Hourly, negotiable and subject to HST