

# BRENDA SHUTTLEWORTH

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## CAREER HIGHLIGHTS

- 8 years of experience in Information Technology
- ITIL Foundations Certified
- Specialization in Database Technologies
- Expert Level Proficiency in Crystal Reports
- Expert Level Proficiency in MS Office Applications
- FOIPPA Project Experience
- Active Reliability Status (Govt of Canada Security Screening Certificate)
- Team Leader
- Strong Presentation and Communication Skills
- Entrepreneurial Skills

## TECHNICAL COMPETENCIES

**Database Technologies:** SQL Server, MySQL, MS Access, Filemaker Pro

**Applications:** MS Office Suite, Crystal Reports, SQL Server, MS Project, Magic Enterprise, HEAT, Omniform, Track Record, HMIS, Freedom, Q-Alert, Track-IT, Homesite, Lotus Notes, Webcare, Macroscopic, SPSS, Maximizer, Pinnacle Studio, Cognos 8 Suite, Informatica 8 BI, Jasper Reports, Pentaho BI Suite, (plus additional open-source applications)

**Programming:** VB/VBA, SQL, HTML, PHP, MySQL, Javascript, Drupal, AJAX, CSS, XML, XHTML

**Networking:** TCPIP, Ethernet, Internet, Intranet, Wireless

**Platforms:** PC systems – hardware/software installations, configuration & troubleshooting

**O/S:** WIN 9x/NT/2000/XP/Vista, Linux

## AREAS OF EXPERTISE

- Customer/Client/User Support and Service Delivery
- ITIL Service Management
- Systems Analysis
- Business Analysis
- Database Solutions (Programming, Design, Modeling, Admin)
- Crystal Reports Development
- Software Development Lifecycle (SDLC)
- Data Warehousing / Business Intelligence
- Collaboration Facilitation

## CERTIFICATIONS

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

Microsoft Training for MCSE (Windows NT), Calgary, AB, 1999

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

ITIL Foundations Certified, Edmonton, AB, 2007

## MEMBERSHIPS AND AFFILIATIONS

Member - Drupal.org

Member - TDWI (The Data Warehousing Institute)

Member - Canadian Information Processing Society (CIPS)

## **PROFESSIONAL DEVELOPMENT**

TDWI Data Modeling  
Informatica Developer (ETL) Level 1 & Level 2  
Cognos 8 Report Developer  
SharePoint Administration  
Macroscopic Methodology courses  
Project Management (in-house Fujitsu Consulting course)  
Consulting Best Practices (in-house Fujitsu Consulting course)

## **EDUCATION**

Graduate (Diploma) – Information Technology Professional – (ITP Program), Calgary, AB, 1999  
Graduate (Diploma) – Southern Alberta Institute of Technology (SAIT), Calgary, AB, 1999  
Student – Faculty of Computer Science – Athabasca University (Distance Ed.), 2000 - 2001  
Graduate (Diploma) – The Vancouver Playhouse Acting School, Vancouver, BC, 1987  
Undergraduate (3 years) – The University of Victoria, Victoria, BC (student - BFA program), 1982 – 1985

## **PROFESSIONAL EXPERIENCE**

### **Coastal Insights IT Services – Owner/Proprietor - September 2008 – Present Richmond, BC**

Brenda is pleased to be serving the Lower Mainland and Vancouver Island as an independent contractor.

**Coastal Insights** is a boutique-style, client-focused and vendor-neutral IT consulting firm based in Steveston, BC. As a service provider, Brenda's vision is to make Business Intelligence solutions affordable, scalable and sustainable for SMB (small/medium businesses), sole proprietors, non-profit societies as well as agile Projects and Events. Using Web 2.0 platforms, Coastal Insights delivers solutions which utilize open-source software, virtual hardware, cloud-computing, software as a service, outsourcing/crowdsourcing opportunities and builds processes which are optimized for collaboration.

#### **Responsibilities:**

- Manager/Operator of new small business start-up delivering contractual IT Consulting Services
- Business Analysis
- Systems Analysis & Technical Consulting
- SaaS/HaaS/DaaS (Software/Hardware/Databases as a Service) Specialist
- Collaboration Consulting
- Solution Recommendations and Delivery (Web 2.0)
- Process Re-engineering (certified in ITIL Foundations Best Practices)
- Client/Executive/Stakeholder/User Training and Documentation
- Client/Executive/Stakeholder/User Implementation Support
- Server/Software Configuration & Administration
- UML

#### **Current Projects:**

- Drupal Site Design, Implementation and System Administration
- Process re-engineering and collaboration facilitation for non-profit Theatre company
- SoHo Technical Analysis & Consulting for small business owners

### **Website/Digital Library Coordinator – British Columbia Film Commission – Jan 2009 - present BC Provincial Government - Ministry of Tourism, Culture and the Arts, Vancouver, BC**

Currently supporting the BC Film Commission's Digital Library, [bcfilmcommission.com](http://bcfilmcommission.com) website and database of filming locations and production activities in British Columbia.

#### **Responsibilities:**

- Filemaker Pro customized database application support and maintenance
- BC Film Commission Digital Library management and user support
- Configuration, customization & upgrades of specialized applications (Film Director and Film Pilot)
- Data import and export coordination with regional film offices and partners in BC

- User/group maintenance, FTP access control and system security configuration
- Business Requirements gathering and documentation
- Website maintenance and Content Management System updates
- Business Process evaluation and improvement recommendations
- Reverse engineering of film production statistics
- Reporting solution design, development and implementation and delivery
- Network and Workstation maintenance, troubleshooting and support
- Data integrity and data collection process improvement recommendations
- VISTA/Office 2007 upgrade facilitator for BC Film Commission office

**TekSystems – Business Analyst - November 2008 – December 2008**

**Client: Tourism BC, Victoria, BC**

**Project: Annual Debriefing Review**

**Duration: 1.5 months (Contract)**

Supported IT and Product Services Departments at Tourism BC with Business and Technical Analysis during annual debriefing activities for HelloBC Program (website and Approved Accommodation Guide)

**Responsibilities:**

- Analysis of current situation and environment (technical and business analysis)
- Facilitate stakeholder and system user interviews
- Documentation of issues (process, system, business cycles)
- Usability analysis and facilitation (usability review and testing)
- Compilation of issues from diverse sources
- Present solution recommendations to stakeholders and project sponsor
- Solution Prototype development

**Fujitsu Consulting – Business Analyst/Technical Analyst - June 2008 – August 2008**

**Vancouver, BC**

**Project: System Administrator - Business Intelligence Dev/Test Lab Environment**

**Duration: 3 months**

Supported remote Fujitsu Consulting practitioners as the System Administrator of the Business Intelligence (BI) Training Lab/Development Sandbox environment. Consultants in North America and India access the lab to learn, practice and troubleshoot BI-related scenarios which enhance their client-side skill sets.

**Responsibilities:**

- Server Maintenance and Management
- Access Control
- Software Installations and Upgrades
- Data Source definitions (relational, OLAP, flat, XML, ODBC)
- Data Modeling
- Report Writing
- ETL services (data cleansing & transformations)
- System/Application Event Log Analysis
- System Performance Monitoring
- Database tuning and optimization (SQL Server 2005)
- O/S Security monitoring (alerts, patches, upgrades)
- Cognos 8 BI troubleshooting and application configuration
- Informatica 8 troubleshooting and application configuration
- System status and availability communications to lab users and project stakeholders
- Change Log Management
- Implemented and maintained a CMDB for management of server resources
- Assist with Quality Assurance for training manuals and instructional resources
- Liaison to internal infrastructure support teams and external software vendors

**Fujitsu Consulting – Business Analyst/Process Improvement Specialist - April 2008 – May 2008  
Victoria, BC**

**Project: Common Systems Initiative (CSI) – Ministry of Education**

**Duration:** 2 months

Assisted the CSI Project Team in Victoria with documentation, knowledge transfer, retention and process improvement strategies for delivery of the services related to Data Conversion and new School District Implementations into the BCeSIS system.

**Responsibilities:**

- Collate existing disparate documentation related to school district implementations and data conversion processes.
- Create new documentation as needed to supplement existing documentation.
- Provide knowledge transfer to the new Implementation Analyst on CSI Team
- Analyze existing data conversion and School District Implementation processes and communication touchpoints between CSI teams (Service Desk, Implementation and Operations)
- In-person (on-site at CSI Project) cross training for new Implementation Analyst
- Review existing Data Conversion instructional content and self service “How To” resources accessible via the project intranet
- Prepare Service Improvement recommendations for Service Desk/Implementation Team
- Prepare Technical Improvement recommendations for Service Desk/Implementation Team
- Analyze existing usage of ticket tracking system (HEAT) for Implementation and Conversion service requests
- Liaison with Operations Team Lead to discuss current issues and brainstorm solutions
- Liaison with Implementation Analyst to discuss current issues and brainstorm solutions
- Liaison with Implementation Coordinator to discuss current issues and brainstorm solutions
- Liaison with Tier 3 Support Analyst to discuss current issues and brainstorm solutions
- Compile findings from stakeholder interviews
- Write “Implementation Analyst Reference Guide” document
- Consolidate intranet user security documentation into a one-page ‘At-a-Glance’ reference tool to be used by the Implementation Team, Operations Team and the Level 2/3 Service Desk Analysts
- Update the CMDB with the newly defined intellectual assets for the project team's knowledgebase
- Support Implementation Analyst with conference calls, emails, telephone and in-person assistance
- Create templates to be used for School District implementation status reporting
- Implement configuration changes in HEAT to support process improvements

**Fujitsu Consulting – Service Desk Team Lead - Oct 2005 – March 2008  
Victoria, BC**

Worked on a high-profile, FOIPPA governed multi-year initiative to provide Integrated Services Delivery and Application Hosting Services to the Ministry of Education as part of its Common Systems Initiative (CSI). Services included application hosting; support (Level 2 and Level 3 Service Desk) and application maintenance services for BCeSIS, an Oracle technology-based third-party enterprise solution. BCeSIS is a province-wide information system for K-12 education in British Columbia. Stakeholders who benefit from the CSI project include the Ministry of Education, 60 individual school districts, 1750 schools, 600,000 students and 12,000 application end-users.

**Responsibilities:**

- Service Level Agreement process alignment, reporting and compliance
- Resource Management of 7 Service Desk Analysts (Level 2 and Level 3)
- Analysis and production of Monthly, Weekly, Biweekly and ad hoc Reporting
- Owner of Incident Management processes, activities and deliverables
- Owner of Problem Management processes, activities and deliverables
- Change and Release Management stakeholder and liaison
- Ticket Tracking (HEAT) application support, development and maintenance
- Service Desk escalations (hierarchical and functional)
- Vendor liaison activities

- Continuing Service improvement recommendations and initiatives
- Facilitating and supporting new client (School Districts) implementations into system
- Development and support of approx. 500 Crystal Reports in 2 years
- Initiated use of a Configuration Management Database (CMDB)
- Initiated use of and created prototype for Technical Service Specification Sheets
- Data Analysis and SQL support

**The Alderwoods Group – Configuration & Business Analyst on HMIS Project – Mar 2003 - Apr 2005  
Burnaby, BC**

Worked as a configuration expert on a multi-million dollar project for the Alderwoods Group to centralize data.

**Responsibilities:**

- Writing SQL code to move, load, update and delete and migrate data.
- Stored procedures, DTS packages and database administration
- Test case scenarios and Test environment maintenance
- Requirements documentation and Clients' needs analysis
- Extracts development
- Software customization
- Technical liaison to vendors
- Provided user support to members of the project team
- Maintained metrics on configuration statuses
- Contributed to development of 'master script' for Go-Live upgrade
- Developed configuration templates for business analysts
- Maintained production & development databases
- Acting as liaison with Operations and Data Migration teams to implement updates to Production
- Cross-training of colleagues
- Working overtime and weekends to meet project timelines and deliverables

**Application Support / Developer – Alderwoods Group - Sept 2002 – Feb 2003**

**Burnaby, BC**

Primary administrator for 24/7 SQL Server database and Helpdesk ticketing application (Magic) support for a busy Support Centre: 30 helpdesk analysts, 1000 locations in North America, 10,000 users

**Responsibilities:**

- Database administration, programming and performance optimization
- SQL Query writing and data analysis
- Server administration and optimization
- Configuration, customization & upgrades of custom-built applications
- Data migrations and conversions
- User/group maintenance and security configuration
- Backup & recovery
- Metrics development & delivery
- Intranet and crystal reporting from real-time data

**CNC Global – Technical Support Specialist / Consultant - Sept 2001 – Aug 2002**

**Burnaby, BC**

Under contract with CNC Global, hired by The Alderwoods Group to work as a Call Administrator. Support included troubleshooting via phone and remote desktop management, servicing thousands of users in the Funeral Home/Cemetery industry. Issues included customized software, end-user training, application security and access, VPN and Intranet configuration, networking and hardware solutions

**Responsibilities:**

- Record helpdesk incidents into ticketing system (Magic)
- Support, maintain and customize Lotus Notes applications
- Support, maintain and customize MS Office applications (ie. MS Access & Excel)
- User/group maintenance and security configuration
- Deliver 'Lunch and Learn' Training sessions to end users

- Support remote system rollouts and upgrades
- Support remote data retrieval processes

**Databasegirl Technical Consulting – Owner/Proprietor – Jan 2000 – Sept 2005**  
**Calgary, AB / Vancouver and Salt Spring Island, BC**

Self Employed entrepreneur providing technical and business solutions expertise

**Professional IT services including:**

- User Training
- Technical support and troubleshooting (O/S, networks, workstations, servers, applications)
- Custom business solutions and consulting

**Clients included:** AEL Engineering, Ride Guide, University of Calgary, Pangaea Arts, Ladner Outdoor Store, Island Microsystems, home and small business users in the Gulf Islands.

**STARS Air Ambulance / The Graycon Group – Aug 2000 – Aug 2001**  
**Calgary, AB**

Working for the Graycon Group, primarily placed with STARS Air Ambulance (client) in the IT Department. As required, consulted/supported additional Graycon Group clients and users in development and implementation of database solutions.

**Responsibilities:**

- Helpdesk support of approximately 200 users with application issues
- Custom application development
- Networking and infrastructure support
- Database support
- Troubleshooting technical PC hardware, software and network or connectivity issues.
- Supported specialized equipment and software for an emergency 911 call centre.
- Prime developer for Peters & Co (Investments) compliance database solution.

**PRIOR WORK EXPERIENCE (non-IT)**

**Self-employed - Professional Actor – 1987-2000**

Victoria/Vancouver, BC; Calgary, AB

**Theatre Calgary – Race Event Director – 1997**

Calgary, AB

**Quest Theatre School - School Coordinator – 1998**

Calgary, AB

**Retail / Customer Service Experience 1987 - 1999**

The Wine Shop, Calgary, AB

Gord's Running Store, Calgary, AB

Coast Mountain Sports, Vancouver, BC