
Julie Hayden
416-424-3046
julie.hayden@interlead.biz

Dynamic, progressive, innovative and results driven IT Professional with a passion for organizational effectiveness and an exemplary background of managing customer needs is looking to meet/exceed your need for a proactive leader, influential motivator and interpersonal relationship builder. Core business competencies include:

- Vendor/Client Management
- Project Management
- Business Analysis
- System Development Lifecycle
- Business Process / System mapping
- Customer Relationship Management
- Content Management
- Internet Management/e-business development
- Facilitation/Training
- Marketing/Communication

PROFESSIONAL EXPERIENCE

Sun Life Financial (Contract Position)

March 2005 – December 2005

Project Manager, Senior Business Analyst, HRIT

IT Partner to Human Resources, Organizational Development, Payroll and Recruitment areas.

- Account Management for HR areas including both projects and system support
- Developed application support documents for transition
- Managed several projects including Roles Framework, Employment Equity extract from HRIS system, Lotus notes and HRIS system extracts/feeds
- Managed HRIT requests/implementations including business requirements and testing for several Human Resource systems (Notes, Cyborg, Web)

Sun Life Financial, (Contract position)

April 2004 – Nov. 2004

Project Manager, Senior Business Analyst, e-business Consultant

Partnering with Strategic Marketing, E-Business, Operations and IT to develop and implement on-line HRIS data transfer between clients and Sun Life using XML and other leading technologies.

- Managed overall project including resourcing, timelines, budget, steering committee accountability, and status reporting
- Facilitated process workshops, developed process maps using Visio and implemented support strategy
- Managed the project following System Development Lifecycle methodology
- Managed internal IT suppliers through joint application design sessions, documented business requirements, facilitated development, testing and client acceptance
- Developed user documentation, internal support documentation and conducted training sessions
- Developed marketing and implementation strategy and related documentation working closely with Marketing/Communications
- Successfully managed clients' expectations including support and troubleshooting

Janssen Ortho Inc., a Johnson & Johnson company

Aug. 2002 – Jan. 2004

Project Manager, Senior Business Analyst, IT Consultant

IT Partner to Marketing/Communications and Sales Training groups; e-business, internet/intranet development and application management.

- Managed 4 vendors across 10+ product groups including accountability for budget and vendor payments
- Evaluated vendors for content management, e-business initiatives and intranet portal through RFP process
- Presentation/Influencing of benefits for e-business IT products and services to management
- Consistent learning of technology advancements in the marketplace effectively educating Marketing/Sales
- Facilitated design and content sessions for intranet development with internal business communities and evaluated 5 vendors for potential service/software suppliers

Janssen Ortho Inc., a Johnson & Johnson company

June 2000 – August 2002

Project Manager, Senior Business Analyst, IT Consultant (Continued)

- Launched 2 new websites including requirements gathering, business analysis, facilitated design sessions, vendor liaison and required technical activities
- Developed/Maintained web content routing, approval, translation, quality control, Service Level Agreements and Standard Operating Procedures
- Maintained 8 external websites both English and French
- Provided/Analysed on-line web metrics and ROI for new and existing websites
- Provided knowledge of regulations for web content adding value and understanding to e-marketing development strategies
- Researched and presented competitive web analysis and recommendations to Product Marketing groups
- Management and training for creation of PDF documents for both internal and web using Acrobat writer
- Project Manager for upgrades to company wide e-learning application including database management
- Oracle Database administration PL/SQL for backend updates and user reporting
- Dragonboat team manager including recruitment, coordination, organizing and facilitating team building events (Pharmaceutical cup winner, 2002)

Janssen Ortho Inc., a Johnson & Johnson company

June 2000 – August 2002

IT Consultant, Senior Business Analyst / Project Lead

Technology / Business process consultant and IT support for Regulatory, Quality, Medical Information, Linguistics and Government Health Economics groups

- Sourcing vendors through RFP process
- Selling of concepts and influencing change in the Business community based on documented business analysis
- Full scale business analysis of document management needs across several functional groups
- Customer Relationship Management process analysis documented and presented to Medical Information group for implementation of Siebel call centre application
- Documentum System Administrator managing content including document replication internationally
- Lotus Notes Administrator managing users, security, and database access
- XML form implementation and training for e-clinical trial application
- Active team member developing and implementing IT change control system using ITIL methodologies
- Consistent and effective project management for system implementation, upgrades and issue analysis
- Other projects included: Disaster Recovery/Business Continuity, Document Management, Data Archiving, System Procedural documentation

Newcourt Financial

March 1998 – June 2000

Senior Business Analyst / Business Team Leader

- Business Team Leader managing users, system analysts, developers and testers for Inventory Finance Application (development and enhancements)
- Documentation of user requirements including business inquiries, query requests, functionality reviews reporting and defects (keeper of business/system vision)
- Documented Gap Analysis, System Mapping and data dictionary
- Exposure/Familiarity with Rational Unified Process (RUP) and Use Cases
- Key Resource for QA and Application Support
- Established test plan procedures, documented test plans and executed user acceptance testing
- Time and resource costing and release scheduling in cooperation with Development Manager
- Evaluations of business process re-engineering software
- Y2K Testing Team Lead for level 2 compliance
- Effective presentation/demos of inventory finance application to potential buyers

Extrufix Inc.,

Sept. 1997 – Feb. 1998

IT Coordinator / Human Resources Consultant (contract position)

- Developed RFP's and liaised with third party vendors to meet customer requirements
- Established procedures for change management
- Documented recommendations based on full scale business analysis

Human Resources Development Canada (HRDC)

Feb. 1997 – Dec. 1997

Human Resources Project Coordinator – Sectoral Partnerships Initiative

- Successfully formed a sector council to address HR needs in the plastics industry
- Sold the concept to key players nationally including CEO's, Labour Unions and Educational Institutions bringing over 40 people together in Toronto from across Canada
- Supported the initiative through coordination of learning seminars, facilitation of meetings, development of proposals and budgets and liaising with government

EDUCATION

University of Toronto, Bachelor of Arts degree, Sociology, *Awarded academic achievement 1996
University Of Toronto, Certificate in Human Resources Management CHRP (pending)
Project Management Institute, Preparing to write PMP certification exam
George Brown College, Currently working on Certificate in Adult Education

Successfully completed numerous courses in the following business and other areas:

- Project Management
- Managing Change
- Public Speaking
- Human Resources
- Facilitation
- Leadership
- Teambuilding
- Second City Improvisation
- Certificate in teaching ESL
- Personal Fitness Trainer
- Acting Workshops

TECHNICAL SKILLS

- MS Project
- Adobe Acrobat Writer
- Siebel CRM
- Frontpage
- Dreamweaver MX
- Visio
- Documentum
- SQL
- MS Office
- MS Access
- SAP Purchasing
- Cyborg (HRIS)
- CoreDossier
- ASP
- Microsoft IIS
- PowerPoint
- HTML
- Mainframe
- Lotus Notes
- XML
- Oracle
- Photoshop
- SQA