

GARY D. PENNER, PMP

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Business and IT Project Management Professional

Project and Program management expert with over 15 years of senior experience orchestrating the seamless and flawless completion of complex business and IT modernization projects for large private organizations and crown corporations. Extensively certified in project management best practices and has an impeccable track record of motivating and leading teams to accomplish project goals within timeline and budget parameters.

Areas of Expertise:

- Project Management
 - Program Management
 - Strategy & Execution
 - Change Management
 - Process Development
 - Internal Systems & Control
 - Continuous Improvement
 - Client Satisfaction
 - Team Building / Leadership
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SENIOR PROFESSIONAL PROJECT & IT MANAGEMENT EXPERIENCE

INNOVALIGN CONSULTING CORPORATION (11/2014 – Present)

Managing Director/Owner

Continues to excel working as an independent senior project manager offering project management services for industry leaders.

Key Achievements:

- Directed the development and delivery of the franchise service delivery model for Sobeys following the acquisition of Safeway.
- Established the Franchise Service Delivery Model in partnership with Sobeys senior leadership team during the relocation of company headquarters to Calgary.
- Accomplished project goals by effectively gathering department business requirements across 14 lines of business, creating project management workflows and a reporting format to ensure all key stakeholders had full project transparency.

ALBERTA PENSIONS SERVICES

Director, Project Management Office (2011 – 2014)

Directed key business system projects including the implementation of the Next Generation Project, a \$58M SQL-based pension administration replacement.

Key Achievements:

- Established a fully functioning Project Management Office leveraging PMO standards and processes based on project management best practices.
- Oversaw the replacement of the existing member/pensioner portal, data clean-up project, upgrade and integration of the electronic records management system, corporate reporting project and data archiving project.
- Cultivated productive working relationships with the Alberta Pension Services Board Executives and internal business units to align all expectations for the project.
- Capitalized on the opportunity to drive significant improvements in the structure of the organization while installing the new system.

INNOVALIGN CONSULTING CORPORATION (2010 - 2011)

Managing Director/Owner

Founded a project management consultancy that provides a wide range of management consulting, project management, business analysis, application delivery and selection and mentoring services to businesses and organizations in all phases of their development and industry sectors.

Key Achievements:

- Managed the consolidation of approximately 2,700 members from the Public Service Pension Plan (PSPP) to the Local Authorities Pension Plan (LAPP) for Alberta Pensions Services.
- Attained all project goals within budget parameters by developing change management programs, performing risk assessments and establishing project governance for each key contributor.

ONLINE BUSINESS SYSTEMS (2009 - 2010)

Management Consultant / Senior Project Manager

Provided management consulting to Athabasca University in the selection of a new CRM system, Online Business System's improvement of procurement RFP processes, and the replacement of the Alberta Pension Services' payroll administration system.

Key Achievements:

- Delivered all internal and external client project goals through effective project management, process mapping, business requirements gathering and roadmap development.
- Received praise across all customers for the ability to effectively managing a comprehensive project lifecycle.

WORKERS COMPENSATION BOARD (2007 - 2009)

Program / Delivery Manager

Elevated internal confidence and education in the value of IT systems while managing implementation projects valued up to \$250,000. Played a critical role in overseeing delivery management responsibilities including relationship management, business system planning and project ROI analysis. Entrusted to support daily operations for Application Maintenance and Support Services along with Work Request contracts.

Key Achievements:

- Demonstrated strong senior leadership skills in managing expectations from an array of business case owners for each project.
- Mentored and motivated other project managers to foster strong collaboration between project key stakeholders.
- Managed all reporting, analysis and performance monitoring for all project, programs and the entire project portfolio.
- Mitigated the occurrence of project issues and properly handled the interdependencies amongst projects and programs to achieve business objectives to support company growth in an economical manner.
- Established productive and transparent business relationships between the company's service providers by proactively scheduling and running bi-weekly, monthly, quarterly and annual service reviews.
- Ensured the financial integrity of the PMO and Application Maintenance and Support Services (AM&SS) by validating invoices, creating forecasts and accruals, and through the development of variance explanations and reporting to team leadership.
- Reduced AM&SS costs by analyzing operations and by leading the implementation of corrective actions to maintain service quality.
- Oversaw the development of legal documentation with AM&SS service providers.

- Excelled at consistently determining methods to improve processes for future projects through post reviews and feasibility assessments.

VALUE DRUG MART ASSOCIATES LTD. (2002 - 2007)

Program / Project Manager

Strategically analyzed, architected and launched a multi-project initiative to replace nine legacy point of sale systems into a central solution that seamlessly connected to the distribution center system. Built strong relationships with the company's board of directors and senior leadership team while directing the initiative. Led multiple POS data migration, IP network implementation and disaster recovery projects across the country.

Key Achievements:

- Mastered the usage of PMI project methodology to develop and manage the overall project plan.
- Demonstrated strong senior leadership skills in managing expectations from an array of business case owners for each project.
- Effectively captured business requirements from key stakeholders to properly research and select vendors for the RFP process.
- Streamlined the RFP process by structuring project governance guidelines to clearly define roles and responsibilities for the sponsor and each project team member.
- Protected valuable data housed in the legacy point of sale system by managing data migration and conversion into the new system.
- Created a reputation as a subject matter expert regarding Unix scripting, Microsoft Excel macros, SQL, and Microsoft Access when performing the data migration.
- Accurately created business cases project charters, gap analysis and recommendation reports to support the completion of each major project
- Drove the flawless completion of a multi-million dollar interprovincial point of sale standardization project across all retail outlets.
- Productively managed in-depth brainstorming meetings with executive management, middle management, staff and supporting department staff.
- Led the selection, contract negotiation and systems implementation process of a frame-relay WAN improving credit and debit card communication from the retail location to the distribution center.

THE GROCERY PEOPLE LTD. (1991 – 2002)

Retail Consultant / General Manager

Ten years' experience as a Retail Consultant and Corporate Manager for one of the largest grocery distribution companies in Western Canada.

Key Achievements:

- Managed a highly successful retail program annual department operating budget of \$50M.

EDUCATION AND CREDENTIALS

Executive Leadership Program, University of Alberta, 2012

Masters Certification in Project Management, University of Lethbridge / York University, 2004

Management Development, University of Alberta, 2002

Certifications

PMP ▪ ADKAR Change Management ▪ Business Analysis Certification ▪ ITIL Foundation V.3