

Focus: Works with organizations to clarify their business problems and required solutions, identify their goals and objectives and train their leadership and staff on how to create positive bottom-line impact.

Professional Experience

Principal Managing Consultant at BraveWorld Inc

November 2003 - Present

Core Competencies:

- Business consultant and analyst with keen strategic planning facilitation abilities that enables clients' to focus and establish strategies that achieve bottom-line results.
- Professional trainer and mentor for business leaders and professionals in building their business acumen to improve bottom-line performance.
- Speaks professionally on the importance of being set for success through focus on bridging the gap between the business and the supporting organization for measurable results.

Some Accomplishments:

- Consulted and facilitated strategic sessions for Enbridge (O/G) and Enmax (Utilities) to enable ITSM (information technology service management) initiative. Built consensus and established business decisions for ITIL initiative to improve business processes and positively impacted company's bottom-line.
- Facilitated development sessions for business professionals and leaders at the University of Calgary (technology), Metafore Technology Solutions and CCS Corporation (technology team) on the importance of bridging the gap between business and tech organization and developing their business acumen in leadership, conflict resolution, customer service and partnership relationships. Enabled enhanced performance.
- Developed Alberta and British Columbia Healthcare and ATB Financial Service professionals' business acumen through training in business analysis, facilitation, and leadership and conflict resolution to prepare resources for major business systems enterprise integration initiatives.
- Industry Advisor and Business Trainer at Mount Royal University. Developed the Business Analysis Certificate program (2004-2010) and the Project Management Certificate program (1998-2000). Provide training in business analysis and project management. Programs include gathering and documenting business requirements, process improvement, enterprise risk analysis, quality management and life cycle and business case development. Efforts focus on developing business professionals' skills and bottom-line thinking. Nominated for the University's Distinguished Teachers Award 2009-2010.
- Business Enterprise Advisor, Facilitator and Counsellor for Government of Alberta and Canada enterprise development programs through MKS Learning - Enterprise Development Centre. Efforts focused on seeding successful business enterprises. Provide strategic analysis and business counselling and training for enterprise owners in developing bottom-line strategies. Programs include Strategic Review through SWOT Analysis, Enterprise Posturing and Positioning, Creating Productivity Processes and Long Term Business Development Strategies.
- Professional Speaker for Business Analysis - Project World Conferences in Vancouver, Toronto and Edmonton, Calgary Canada. Topics: Creating Business Enterprise Thinkers, Leadership, Process Levels, Business Life Cycle Analysis and Discovering Business Requirements. Speak at local business breakfast meetings on the importance of being SET for Success and having the SETability Factor.
- Facilitated business development session for Proton Foundation, UK (international). Led organization through process to define its business development requirements and strategies and to build the business acumen of its team.

Senior Manager, Global Technology Solutions at PricewaterhouseCoopers

January 2000 - January 2004

Primarily responsible for operations and project management of Prairie Region business technology environment, client relationship management, business initiatives implementation, resource performance management and development, business process improvements and customer solutions development with specific focus on business bottom-line and partnership value.

Senior Project Manager, Systems at Canadian Pacific Railway

1998 - 2000

Reporting to General Managers of Engineering Services; responsible for the management of information systems projects, enterprise-wide systems, resource allocation and supervision and liaison with Information Systems to develop Engineering Services technology systems requirements. Key business objective was the successful operations of the railway with considerations for health, safety, the environment and business continuity. Through effective project management practices, due diligence and remediation efforts the team successfully obtained its corporate objectives ensuring business operations. Projects were completed on time and within budget with successful improvements achieved.

Independent Business Analysts (CSR) at PanCanadian Ltd

1996 - 1998

Business liaison for corporate services, security and the executive team's at PanCanadian. Key responsibilities included providing internal consulting services to develop business requirements, identify improvement opportunities, coordinate projects, facilitate client learning and implement business systems initiatives. Results included improved workflow and productivity and enhanced client relationships.

Business Systems Trainer at Info-Comm Services Inc.

1993 - 1996

Provided business and technology training services focused on small and mid range businesses. Firm's services involved business training in business acumen development, technology to business economics thinking and business and technology integration. Programs focused on providing business technology context training to improve business organization productivity.

Research and Marketing Analyst at Pacific Strategies Group

1988 - 1991

Within the management consulting profession provided business research and analysis services for medium to large client organizations. Engaged to perform a combination of primary and secondary research activities, to facilitate group sessions and provide summary of findings. Results were leveraged for business strategic planning and development.

Education

- **Mount Royal University**
Business Analysis, 2004 – 2007
Program Forefather (Development Team)
- **Banff Academy**
Leadership (advanced), 2004 - 2006
- **MKS Learning Development**
Micro - Enterprise Development, 2004 – 2005
- **Harvard School of Business** (on-line)
Operational Effectiveness, 2002-2003
- **PricewaterhouseCoopers LLP**
Leadership and Management, 2000 – 2004
- **Mount Royal University**
Project Management, 1998 – 2000
Program Forefather (Development Team)
- **Ethier and Associates**
Certificate, Project Management, 1997
- **Vancouver Community College**
Diploma, Adult Education, 1993 - 1994
- **Vancouver Education Society**
Certificate, Adult Education, 1992-1993
- **Burnaby College**
Desktop Publishing and Graphic Design, 1991 – 1992
- **Simon Fraser University**
Entrepreneurship Certificate, 1988
- **Simon Fraser University**
General Studies: Education, 1987 - 1989
- **University of Manitoba**
BA, Economics and Sociology, 1983 - 1987
- **Tec Voc High**
Advertising and Design, 1979 – 1981

Interesting Items:

- Awards:** Nomination for the Mount Royal University's Distinguished Teachers Award 2009-2010
- Advisory:** Leadership & Management Development Advisory Committee, Mount Royal University
Business Analysis Program Instructor's Advisory Committee, Mount Royal University
Business Process Management Development Focus Group, Mount Royal University
- Community:** President of Mountain Biking Connections, Calgary, AB 2007 – present
Board of Directors, Canadian Association of Professional Speakers, 2009 – present
- Publications:** Published articles in the Business Analyst Times and Project Times Magazines
Published monthly business newsletter, the Setability Factor for 4000 subscribers
Represented in newspapers across Canada including the National Post, Calgary Herald, Vancouver Sun, Evening Telegram, Edmonton Post, and Montreal Gazette on the importance of building professional business skills for organization bottom-line impact
- Interests:** Community, enterprise development and health
- Active:** Swimmer, runner, x-country mountain biker, stability training and fitness boot camps

For More Information: www.richardlannon.ca