

Jim Lanigan

130 Ferris Drive, Wellesley, Ontario N0B 2T0

Home: 226-660-0066

Cell: 519-212-2292

E-mail: jimlanigan@hotmail.com

Linkedin: <http://ca.linkedin.com/pub/jim-lanigan/8/b4a/868>

Objective

Seeking a position where as a Business Analyst, I can contribute to business needs and implement solutions which will ensure effective use of technology.

Professional Accomplishments

- **Implemented** three organization wide ERP (Enterprise Resource Planning) systems, as IT Manager / Business Analyst
- **Extensive experience** working with staff, from shop floor to senior management, using various methods of communication
- **Elected President** of Waterloo-Wellington chapter of International Institute of Business Analysis

Employment History

Contract position with Waterloo-Wellington Community Care Access Centre, Business Analyst
2012 – Feb 2013

- Determine business requirements on multiple projects
- Train internal users, external agencies and Family Health Teams on upgraded software enhancements
- Work with multiple hospitals communicating with the CCAC
- Identify bugs and opportunities to the provincial OACCAC
- Run and document User Acceptance Testing
- Provide open communications on all issues

Home Hardware Stores Limited, Business Analyst
2007 - 2012

- Defined, planned and managed requirements for multiple projects
- Determined functional and non-functional requirements
- Ensured that QA testing adhered to project requirements
- Supported User Acceptance Testing
- Worked on projects using Agile and Waterfall methodology
- Ensured the usability of solutions post implementation
- Used SQL to extract data from Oracle databases

Cognis Canada Corporation, Manager, Information Technology
2000 - 2007

- Ensured continuous delivery of I/T services
- Reengineered new and existing business processes
- Integrated the company's legacy applications into SAP system
- Worked closely with managers and end users to implement and support technology solutions for all aspects of the organization

- Managed the financial aspects of the I/T budget and negotiated and administered vendor contracts and service agreements
- Created and executed test cases and scenarios to determine optimal systems performance
- Provided training and support to end users regarding various types of software
- Created and maintained the Canadian portion of the Cognis worldwide Intranet using Microsoft FrontPage
- Maintained a wide area network with multiple LANs in Quebec and Ontario
- Installed a Voice over IP (VoIP) telecommunication application for multiple Cognis locations
- Hosted AS400 system for Subsidiary company LePage
- Provided support for all office and mission critical systems and applications
- Used Cognos Business Information tool to produce reports from SAP data warehouse

*Henkel Canada Ltd, Coordinator, Information Systems
1991 - 2000*

- Received and responded to questions about technical support on mission critical systems
- Wrote ERP system in RPG which included Order Entry, Inventory, Invoicing, Sales Analysis, A/R, G/L, and A/P
- Administered and maintained user accounts and access rights
- Elicited cooperation from a wide variety of sources including senior management through to the end users
- Performed preventative maintenance including the installation of service packs, patches and fixes
- Evaluated and documented problem resolutions, and analyzed trends to prevent recurring problems

Volunteer Work

President of the IIBA (International Institute of Business Analysis)

http://www.iiba.org/IIBA/Home/IIBA_Website/home.aspx

Waterloo-Wellington Chapter

- Chair monthly board and member meetings with BA representatives in the Waterloo-Wellington region
- Promote and discuss methods to raise the profile of the BA role within organizations
- Provide interesting and topical speakers for the monthly meetings

Advisory Board of Toronto PM BA World

- Active member on the advisory board for this internationally recognized conference

Education/Training

- Concordia University - Business Management
- Conestoga College - Project Management
- SAP Boot Camp
- Microsoft advanced Office Software applications
- Kepner-Trigo Problem Solving and Decision Making
- Novell Networking
- Microsoft Active Directory

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jimlanigan@hotmail.com