Tim Pinet

B. Engineering (Software)

tim@pinet.ca – http://tim.pinet.ca

Profile

- Background in software architecture, design, development, troubleshooting, and operations.
- Advanced communications skills (team and individual presentations) and writing skills (technical reports, summaries, essays).
- Ability to quickly learn new concepts (technology related or otherwise) and apply them.
- Experience in management leadership roles and supervising team environments.
- Professional, personable, confident, and independent.
- Officially bilingual (English and French) through the Ottawa French Immersion high school system.
- Worked in different software development processes: Waterfall, Agile Scrum. Also worked with maintenance and support of operational systems: in-house, COTS, PaaS/SaaS hosted.
- Over 12 years experience in a software engineering / architecture role including client server architectures, web services and applications, integrations, databases/persistence, and real-time multithreaded systems.
- Over 6 years experience in a project management, supervisory, and senior (program) management role.

Skills

Management

- Project management using PMI PMP principles.
- Portfolio/Program management across different project lines with multiple technology streams.
- Strategic planning of technologies for enterprise integrations, product roadmap, license management.
- Supervision and management of complex team structures, training, and succession planning. Full time staff hiring and consultant hiring.
- Multimillion dollar annual operational budget management.
- Client and relationship management during projects, assisting with high level technical estimates and resource planning to assist clients with their business cases.
- Human resources, labor relations, and managing in a unionized environment.
- Project management of large projects using Waterfall and Agile Scrum methodologies.
- Software/hardware procurement through RFI, RFQ/T, and RFP processes.
- Management of implementation and operations for large scale enterprise architectures.

Technical

Software Development:

- Java (primary), .Net (C#), SQL, HTML5, XML, CSS3, JSON, REST/SOAP
- Hibernate, SWING, JNLP, AJAX, Web-Harvest, Apache CXF, Java Server Faces (JSF2)
- Apache Ant, Apache Maven, Apache Continuum, Sonatype Nexus

- Eclipse (and IBM AST), NetBeans, Visual Studio
- Subversion (SVN), Git, Microsoft Team Foundation Server (TFS)
- Tomcat Server, Oracle WebLogic, and Glassfish
- Trac, Redmine, JIRA, GitHub, Bugzilla, Marval
- SOAP testing software: JMeter, soapUI, SOAtest
- Security Testing: Trustwave App Scanner (formerly Cenzic Hailstorm), IBM AppScan Enterprise
- Load Testing: WAPT
- Screen Reader: JAWS/NVDA

Desktop:
- Microsoft Windows 7/10 and Ubuntu Desktop
- Microsoft Office and OpenOffice/LibreOffice
- Microsoft Project/Visio, Trac + Agilo, VersionOne, CA Clarity PPM, SAP Finance

Server Administration:
- Microsoft Windows Server, Ubuntu Server, and Oracle Solaris
- Apache Derby, MySQL, Oracle, phpMyAdmin
- Apache HTTPD Web Server, FTP, IIS, and nginx
- Oracle Service Bus (OSB), Oracle SOA Suite, and Oracle Service Registry
- Google Search Appliance (model GB-7007)
- VMWare (Workstation and ESXi server), QEMU (KVM), Sun VirtualBox
- Wordpress, Twiki, Tikiwiki
- Atlassian web based software management suite (JIRA, Confluence, Bamboo, Crucible, Fisheye), ReviewBoard (open source code review server), Trac (wiki and project management)
- Email: Postfix, Dovecot, Roundcube

Experience

City of Ottawa – ITS (Applications Management branch) – Ottawa, ON

Project Manager – Web Services (Jan 2018 – current)
- Manage and supervise a team of 8-10 Senior/Intermediate developers, QA analysts, and professional services resources.
- Ensure maximum operational uptime of a portfolio of 60+ web based applications by ensuring all security and support updates are carried out. These systems include: the City of Ottawa's citizen portal (MyServiceOttawa) on Ottawa.ca, internal Intranet system (Ozone), external Theatres sites (Centerpointe, Shenkman Arts), web based payment applications ensuring PCI (Payment Card Industry) DSS (Data Security Standards) are enforced and compliance met at annual audit, and various other external/internal departmental web applications.
- Develop strategies for Agile software management, DevOps, and CICD pipelines to improve speed and quality of project delivery using processes, tools, and culture shift.

- Develop strategies for introducing and managing containerization (Docker/Kubernetes), API management/integrations, and application Cloud platforms (Iaas, IPaaS, PaaS, and SaaS) for a hybrid deployment. Requires managing a cross-functional team with members outside of my own team.

City of Ottawa – ITS (Project Services Solutions branch / Business Applications unit / Applications Management branch) - Ottawa, Ontario

Program Manager (June 2014 – Jan 2018)

- Management and coordination of large, interdependent projects forming an IT program around integrations of enterprise systems and applications. Manage the teams and systems for: SOA/OSB, Elections IT, Accessibility for Ontarians with Disabilities Act (AODA), Enterprise Content Management (ECM), Business Intelligence (BI), Database Administration (DBA), Web Services/Applications, Ottawa.ca website, and Business Applications (100+ applications across all City departments).
- Manage and supervise a large team (50+ people) of project managers, staff, and professional resources.
- Manage multimillion dollar annual operational budget, an annual non-Tangible Capital Asset (non-TCA) budget, and client based project budgets.
- Take part in project intake process initiated by clients by consulting with clients, gathering requirements, and providing high level technical estimates of work.
- Follow procurement and supply processes by creating, reviewing, and selecting solutions through RFI, RFQ, and RFP processes.
- Assist with high level architectural plans and decisions for new technologies and direction of projects.
- Lead the development of a cross departmental QA Program initiative to bring structure and new tools. Initiated the creation of a shared service team that can be seconded onto large projects, consulted for QA advice, recommend tools, create test suites, regression/security/load/accessibility testing.
- Championed push for containerization of applications and cloud hosting of applications. Assisted technology architects with hosting vendors and applications platforms.
- Part of team to ensure AODA compliance for the IT department. This meant understanding the legislation and ensuring that applications were tested for WCAG 2.0 AA compliance or had a plan before the 2021 timeline.
- Lead team through three major reorganizations (change management) in a 12 month period (2016).
- Received two nominations for the City Manager Awards in 2017 (highest distinction for employee recognition).

City of Ottawa – ITS (Project Services Solutions branch) - Ottawa, Ontario

Project Manager (November 2013 – May 2014)

- Supervise staff and contractors with key project deliverables and operational goals. Perform HR related tasks.
- Manage the Mobile Web Framework (SmartGuide) project continuing on from role as Senior Developer. Manage tasks, environments, hiring, clients, budget, licenses, etc.

- Manage the Oracle SOA Infrastructure Disaster Recovery / High Availability project including delivering project milestones and operational efficiencies, also a continuation of his Senior Developer role.

City of Ottawa – ITS (Enterprise Solutions) - Ottawa, Ontario

Senior Systems Developer/Integrator (August 2009 – October 2013)

- Provide maintenance, bug fixes, and new development of City of Ottawa public web applications. The web applications accept credit card payments (and comply with PCI requirements), provide accessible user interfaces, integrate with third party applications, and interface with the City's various database and enterprise systems. Used Java and .Net development.
- Design and implement the City's SOA platform; the central integrations architecture for enterprise applications. Also architected the disaster recovery and high availability phase of the project.
- Assisted with the selection and procurement of the City of Ottawa's new search system: Google's Search Appliance. Lead the installation, maintenance, interface customization, and data management portion of the project.
- Championed initiatives to bring in more software engineering best practices to improve the quality of the products and keep the cost down.
- Integrated third party Web 2.0 systems into the City of Ottawa's portfolio of managed applications (TikiWiki and Moodle).
- Administered the eService group's source control system (TFS), code building processes, black box vulnerability testing tool (Cenzic) and code review server (ReviewBoard).

City of Ottawa – ITS (Business Solutions) - Ottawa, Ontario

Intermediate Systems Developer/Integrator (April 2009 – August 2009)

- Provide application support and maintenance for the City of Ottawa Business Solutions applications. Required to diagnose problems online, on phone, and travel to facilities to ensure that the City of Ottawa business centers are functioning.
- Support member of ActiveNetwork CLASS (registration, facility booking, payment, and program management system for all City of Ottawa programs and facilities) and Telestaff (online and telephone scheduling system for Long Term Care and Ottawa Paramedic Service staff)
- Oracle PLSQL and Crystal Reports maintenance

Nortel – Enterprise (now Avaya): SOA (Service-Oriented Architecture) - Ottawa, Ontario

Software Developer, Product Verification QA (December 2007 – March 2009)

- Developer, tester and lab support during the first release of Nortel's Agile Communication Environment (ACE) which is a web services based architecture that processes web requests to Nortel's (or other carrier provider) hardware communications equipment. Worked on AudioCall and MultiMediaConference web services, Lotus Notes (Sametime) unified communication integration, and server virtualization.
- Responsible for design, development, maintenance, testing, and documentation of different services in vertical slices (from web request down to telephony hardware).

- Agile Scrum software process (Sprint based iterations in the role of Scrum Member)
- Integral part of primary release of a highly visible product in a highly competitive communications / telephony market.
- Majority of coding work was done using Java and IBM's WebSphere and AST environment.

Nortel – Carrier Networks (now Genband): IMS Regulatory Services - Ottawa, Ontario

Software Developer (May 2007 – November 2007)

- Create and maintain the Delivery and Administrative Function Tool (DAFT) simulator application based on the Java programming language. This tool is used for the Lawful Interception (LI) feature of IMS. The function of the tool is to act as an endpoint simulator of the LI system, provisioning surveillance in one end (acting as an Administrative Function simulator) and receive captured call data from a target under surveillance on the other end (act as a Delivery Function simulator). The tool is used by developers and the product verification team to ensure the LI solution is functional.
- Acted as a developer liaison to the product verification team during LI testing. Aided the Product Verification team in black box testing for the QA period (roughly one month).
- Maintaining developer for the LI solution. Handle change requests and feature additions.

Emergis (now Telus) – Healthcare - Kanata, Ontario

Software Developer / Analyst - Research and Development (May 2006 – April 2007)

- Developer for the Electronic Health Record solution, Oacis, that is based on Java technology
- Part of the "Tools" framework team to create a user interface driven (Java SWING) configuration program for hospital IT staff to completely configure Oacis to their unique hospital setup.
- Client-Server communication, persistence system (Hibernate), ODR (Oacis Data Repository)
- HL7 clinical message standards
- Worked on custom Java Swing components (SmartComboBox and SplitButton), Daylight Saving Time 2007 change, Data Extraction Engine tool, Generated Site Defined Tables tool, CSS study.
- Bug fixes

Computer Associates (CA) – Canadian Museum of Civilization - Hull, Quebec

IT Support and Help Desk Assistance (April 2005 – July 2005)

- Project to deploy 250+ new and upgraded computers to Museum staff, managing and documenting changes, scheduling of deployments
- Used Computer Associates Help Desk tools to complete tasks
- Assisted Help Desk personnel on Tech support calls in the museum

Intelligent Infrastructure Installations (III) Ltd - Ottawa, Ontario

FAST / RWIS Technician, IT Administrator (2000 - 2004 part time and May 2004 – January 2005)

- Previously known as "Mark F. Pinet & Associates Limited" (purchased by Aecom).

- Maintenance on RWIS / FAST systems, troubleshooting, communications troubleshooting, field repairs, minor maintenance, site assessments, maintenance management, station monitoring, server administration
- Maintain computer systems, networking, telephones, servers, troubleshooting, primary IT technician

City of Ottawa – IBS Project (IT) - Ottawa, Ontario

SAP Support / Data Conversions Technician / IT Support (2003 summer)

- Answered / filtered incoming SAP support calls regarding the SAP system
- Made data conversions of different types using Access VB scripts to ready data for input into the SAP system
- Supported installations and maintenance of hardware / software around the office

City of Ottawa – Surface Operations - Ottawa, Ontario

Database Applications Programmer (2002 summer)

- Created applications to maintain databases for Surface Operation data and another database for Graffiti strikes around the city
- Provided quick technical assistance when needed by fellow coworkers

Education

Bachelor of Engineering - Software Engineering – Carleton University (2006)

- Graduated with High Distinction (10.4 CGPA equiv A-) from Carleton University in Ottawa, Ontario
- Educated on Software Engineering theory and full application of Requirements Elicitation, Analysis, Design, Implementation, Testing, Rollout, and Maintenance
- Experience in quality written reports for technical audiences, executive summaries, software design documentation with emphasis on the Unified Modeling Language (UML), and proper instructions for clients. Performed team/individual presentations in from of colleagues and professors
- Learned common engineering principles, theories and ethics
- 4 years in electrical, mechanical, computational, communication, and chemistry lab experience

Masters Certificate in Municipal Leadership – Schulich (York U) School of Business (2017-2019)

- Currently enrolled in the Schulich School of Business program (through York University) to learn advanced techniques on leading teams in a government atmosphere.
- The curriculum focuses on techniques and tools for implementing change in team culture, getting peak performance from staff, setting strategic long-term goals, and maintaining operational performance for service delivery while dealing with unique challenged in government: politics and unions.
- http://seec.schulich.yorku.ca/program/masters-certificate-in-municipal-leadership/

Certified User Interaction Designer (CUID) - Macadamian (2010)

- Achieved certification for Certified User Interaction Designer (CUID) from the Macadamian Usability course (http://www.macadamian.com/user-experience-research-design-2/) while at the City of Ottawa in Sept 2010.
- The course load includes: Introduction to User Centered Design, Effective GUI Design, Effective Web Application Design, and Strategic Management of User Centered Design.

Publications

Packt Publishing - Java EE 7 with GlassFish 4 Application Server - March 2014 - Text published through Packt Publishing to help developers install and configure GlassFish 4; cover all major Java EE 7 APIs including new additions such as JSON processing; contains clear, step-by-step instructions, practical examples, and straightforward explanations. Tim was approached by Packt Publishing and the author, David R. Heffelfinger, to perform technical review and evaluation of the draft for his upcoming text. Tim acted as reviewer and subject matter expert, reviewed all content and validated code/examples. Provided feedback and edits/additions to all content. Due to the large amount of time Tim spent on the text, he was given credit and a bio page at the beginning of the book.

References

Jason Barney (Manager of Applications Management Branch (ITS) @ City of Ottawa)
613.580.2424 x16492
Jason.barney@ottawa.ca

Anna Beatty (former Manager of Business Application Unit (ITS) @ City of Ottawa)
613-236-1222 x4546
BeattyA@ottawapolice.ca

Anne Beingessner (former Manager of Project Services Solutions (ITS) @ City of Ottawa)
abeingessner@rogers.com

Donna Andronik (Project Manager of Technology Project Management (ITS) @ City of Ottawa)
613.580.2424 x25406
donna.andronik@ottawa.ca

Cathy Langill (Project Manager of Technology Project Management (ITS) @ City of Ottawa)
613.580.2424 x22292
catherine.langill@ottawa.ca

Bob Lackenbauer (Software Development Manager of Agile Communications Environment @ Avaya (was Nortel)
613.356.8256
lacken@avaya.com

Stephan Radatus (Manager of Client Development, Applications R&D @ Genband (was Nortel)
613.763.3586
stephan.radatus@genband.com

Mike Todd (Product Development Manager @ Telus (was Emergis)
613.576.2073
michael.todd@telus.com

Michel Attala, PMP (Sr Engagement Manager - IT Transformation Group @ Computer Associates (CA)
613.724.4458 x34458
michel.attala@ca.com