

R. Paul McCourt, PMP, CRM, CIP

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SENIOR BUSINESS & TECHNOLOGY PROFESSIONAL

PROFILE

Versatile, forward thinking, leader experienced in devising and executing strategy and in delivering pragmatic business solutions. Diverse background includes strategic planning, operational management and staff development in both business and information technology groups. A valued senior member of management teams that assembles and directs productive, profit-focused teams, with a track record of delivering on time with quality. **Strengths include:**

- Common Sense
- Solution Creation
- Agility
- Business Acumen
- Listening
- Continuous Improvement
- Versatility
- Strategic Planning
- Program Management

CAREER PROGRESSION

RSA Insurance Canada

September 2017 - Current

SENIOR PROJECT MANAGER (CONTRACT)

Specific accomplishments included:

- Oversaw the creation, execution, and scoring of an RFI and the initiation of a POC, the result of which will deploy the entities first cognitive agent/digital employee.
- Managed the execution of a program to implement an enterprise wide Zero Based Budgeting (ZBB) toolset, including cost reduction analysis, cost centre consolidation, communication and training.

TD Bank, Channels Technology Services (CTS)

April 2016 – April 2017

TECHNOLOGY DELIVERY MANAGER (CONTRACT)

Specific accomplishments included:

- Initiated, executed and deployed, via agile methodologies, the first product in a new suite of Digital Discovery (customer facing) tools. The product was integrated with the primary retail systems, deployed nationwide (1100+ branches) and is in use in the Personal Savings & Investments group.
- Initiated and brought to charter, an Aeroplan Infinite Privilege credit card refresh project.
- Managed QA execution & deployment of a new 3rd party hosted US Credit Card selector tool.

TD Bank, Enterprise Enabling Technology Services (EETS)

June 2015 – April 2016

PROGRAM MANAGER (CONTRACT)

Specific accomplishments included:

- Managed the Group's \$45MM annual spend on application currency.
- Refined and updated a suite of monthly reports delivered to our CIO's that identify application currency remediation progress, actual/forecasted spending patterns, and overall currency scores of their portfolios.

RBC Wealth/Dominion Securities

May 2014 – June 2015

SENIOR PROJECT MANAGER (CONTRACT)

Specific accomplishments included:

- Initiation and charter delivery for a project that will replace the Investment Advisor's Prudential based Wealth Management System with a solution provided by Envestnet.
- Working with Capital Markets executives, led the Initiation, project estimation, and initial execution of a project that delivered a Capital Markets US dollar based Equity Linked Note product via Broadridge, FIS and RBC internal systems.

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Career Progression continued...

TD Bank, Direct Channels Technology Solutions
SENIOR PROJECT MANAGER (CONTRACT)

May 2011 – May 2014

Specific Direct/Digital Channels accomplishments during my 3 years at TD include:

- Managed a series of projects on the bank's WebBroker discount brokerage product from initiation to deployment. Projects had \$9 million in total expenditure and were primarily focused on a graphical refresh of primary pages, integration of new web services, interstitial/targeted messaging capabilities, and a hardware infrastructure capacity uplift.
- Created initiation and charter estimates for a project to enable US dollar based RSP transactions in the bank's Mobile/Tablet, WebBroker, and online banking tools, and oversaw project execution.
- Primary liaison between the bank's technology/business groups and a vendor that was contracted to create a 5-year architectural roadmap for WebBroker, the outcome of which was to position WebBroker to be able to deliver faster, more robust enhancements, support tablets, etc.
- Completed a rescue on a project to upgrade the bank's multifaceted authentication toolset.
- Managed the charter estimation process for the ATM cheque imaging transformation program and initiated and delivered project initiation and charter level estimates for a targeted marketing program in the ATM channel.
- Managed the requirements creation, and charter estimation process for a Pega based secure messaging Oracle 11G and WAS 7 upgrade.

Greater Toronto Airport Authority
SENIOR PROJECT MANAGER (CONTRACT)

March 2010 – March 2011

Recruited to manage several projects while the Airport Authority completed an outsource to IBM. Initial contract was for 6 months after which there were 3 extensions. Specific accomplishments included:

- Oversaw the final design and delivery of a strategic upgrade to the GTAA's financial systems utilized to capture, calculate and load into the financial back end the usage information required to invoice the airlines for individual services consumed, versus a flat fee per landing.
- Rescued the airport operations radio and telephony master dispatch communications project that was almost two years behind schedule and significantly over budget. The project replaced the core technology serving the facility wide private 911, security, operations and maintenance facilities.

Jones Brown Insurance Brokers and Consultants
RISK MANAGEMENT CONSULTANT/BROKER

April 2009 – January 2010

Recruited to oversee the firm's entry into the high technology risk management marketplace. Specific accomplishments include:

- Developed the insurance products and marketing materials to support the entry into the high technology risk management marketplace.
- Created a pipeline of 300+ potential customers and sold products/services to them via cold calls and industry networking.

The RPM Group

June 2008 – April 2009

Various consulting engagements. Specific accomplishments include:

- ERP Project Management consulting for TGO (www.tgo.ca), overseeing the implementation of Microsoft Dynamics GP with custom development extensions.
- Consulting roles focused on project management, business analysis and process improvement for a leading international specialty property/casualty insurer.
- Earned my RIBO (Registered Insurance Brokers of Ontario) license and wrote a business case to start a business dedicated to meeting the risk management needs of the high technology industry.

Allstate Canada Group
SENIOR PROGRAM MANAGER (Contract - Director level role)

June 2006 - June 2008

Recruited to manage the Project Control Office of the strategy execution team, overseeing an \$80 MM spend on the customization of claims and policy packages.

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Career Progression continued...

Promoted to the leadership role of a team of program managers responsible for requirements creation, parameterization and development of the policy, billing, finance, reports, interface and documentation programs. Interacted daily with the senior leadership of the 90+ vendor based resources. Specific Accomplishments include:

- Devised and executed a re-organization of the program structure with the primary goal of positioning the organization to be self-sufficient, as it moved beyond the first phase of the \$40 MM program.
- Interacted daily with Allstate's senior executive team, providing consultation on a wide range of topics including vendor and scope management, quality control, program direction and team building.
- Recognized the need for, designed, and oversaw the creation of a suite of automated testing tools to assist with the rapid deployment of the program.

Centric Marketing Solutions

March 2005 - May 2006

DIRECTOR, PROJECT MANAGEMENT

Hired to create a formal Agile project management process within the vendor; oversee planning and execution of projects undertaken by the organization; and build/mentor the Business Analysis team.

Specific accomplishments include:

- Developed and executed an adaptive project planning approach based on an Agile Development methodology, to deliver a full suite of creditor and direct based life insurance systems for TD Bank.
- Oversaw hiring of all staff (business analysts, developers, and production support and quality assurance) as the organization executed a significant expansion.

Envision IT

August 2004 - March 2005

SENIOR PROJECT MANAGER

Oversaw all aspects of development projects based on ASP.net/SQL and SQL Server including contract negotiation, functional design, development, testing and implementation, for a Microsoft Gold Vendor. Specific accomplishments included:

- Implemented an e-catalogue for a large wholesale organization which included scripted automation with Adobe InDesign, daily products inventory import from a UNIX data warehouse, and storage of the final catalogue pages with extended Meta data in SharePoint.

Province of Prince Edward Island, Charlottetown, P.E.I.

January 2003 - July 2004

SENIOR PROJECT MANAGER

Spearheaded several projects for Provincial Taxing Authority encompassing sales, property and fuel taxes, GIS integration and land registration with the ultimate goal of delivering enterprise data to the web.

Specific accomplishments include:

- Oversaw all aspects of the rewrite of the province's land registration system environment replacing it with a web based J2EE/Oracle platform.
- Successfully headed the rapid deployment of a GIS integrated province-wide Property Assessment/Taxation System which generated annual revenue of \$110 MM.
- Provided consulting expertise to the Tax Commissioner on customer management, overall systems and GIS integration, and sales tax collection.

Global Aerospace

May 2000 - November 2002

IT, MARKETING AND COMMUNICATIONS MANAGER

Directed IT, Marketing and Communications for the Canadian division of the largest Aviation Insurer worldwide. Championed comprehensive upgrade of all of the company's systems (policy, claims, finance and accounting systems). Specific accomplishments include:

- Led the replacement of antiquated IT systems with a modern Visual Basic/.NET/SQL Server platform with a Great Plains back end, leading to significantly enhancing productivity and communications.

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Career Progression continued...

Royal & SunAlliance, Toronto, Calgary, and Ottawa

January 1990 - May 2000

SYSTEMS MANAGER, COMMERCIAL LINES

Advanced through a series of promotions from systems engineer and commercial underwriter to functional manager in marketing and systems. As a senior team member, coordinated all aspects of technology / management information systems, staff development, and resource allocation for the division with responsibility for 14 staff and a \$17MM in corporate IT charge back. Specific accomplishments include:

- Architected a Web-based, simplified Commercial Property Casualty insurance product designed to reduce the time it takes to quote new business and increase profitability.
- Successfully altered the initial Commercial release of the NEW policy and claims management system to focus on mid-market commercial to achieve the largest impact in the shortest time frame.
- Increased the productivity of Individually Rated Commercial Auto by devising an approach to introduce the functionality several years ahead of schedule.
- Responsible for the operations and profitability of a customer call centre.

Other Experience includes:

- **Facilitator - PMP Exam Preparation sessions for PMI – SOC at University of Toronto; Office Automation, vehicle leasing vertical ;Service Manager, various computer sales organizations**

Accreditations

ELECTRONICS ENGINEERING TECHNICIAN Diploma

Radio College of Canada, Toronto,

Project Management Professional (PMP)

Divinity Certificate, UofT (Rev. Deacon)

Chartered Insurance Professional (CIP)

Canadian Securities Course (CSC)

Certified Electronics Technician (CET)

Canadian Risk Manager (CRM)

VOLUNTEER EXPERIENCES

Big Brothers of Metro Toronto ...Minor Hockey/Baseball Coach (2004-2011)... Organizer Beaches Terry Fox Run (2006-2015)... Covenant House (2015) ... Special Olympics Ontario (2015 – 2016)