



DANNY ALDHAM, PMP

- Experience:** 30 Years experience in the Information Technology field
- Specialization:** Project Manager
- Languages Spoken:** English
- Summary:** 30 years experience in Information Technology
- Substantial project manage experience in infrastructure, Applications and Business Process
 - Extensive experience in Service Management and Second Level Support Management
- Technical Knowledge:**
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| <p>Industries:</p> <ul style="list-style-type: none"> ▪ Health Care (7 years) ▪ Private (12 years) | <p>Office Products:</p> <ul style="list-style-type: none"> ▪ MS Office, MS Project, Visio |
| <p>Database Tools:</p> <ul style="list-style-type: none"> ▪ SQL, Crystal Reports (5 years) | <p>Programming Languages:</p> <ul style="list-style-type: none"> ▪ Perl (5 years) |
| <p>Hardware:</p> <ul style="list-style-type: none"> ▪ Intel, HP, Sun, Dell, IBM (20 years) | <p>Internet:</p> <ul style="list-style-type: none"> ▪ Internet Explorer (8 years) |
| <p>Operating Systems:</p> <ul style="list-style-type: none"> ▪ NT, Win2000, HP/UX, Solaris, SCO Unix, Linux, WinXP | <p>TELUS tools:</p> <ul style="list-style-type: none"> ▪ NPSi, SAP (3 year), eCOPS, AWAS Workbench, FOX |
| <p>Other:</p> <ul style="list-style-type: none"> ▪ Cisco CCNA | <p>Other:</p> <ul style="list-style-type: none"> ▪ |

Relevant Professional Experience:

TELUS National IT PMO

- Position:** Sr. Client Program Manager
Aug 2013 – Present
- Sr. Client Project Manager
June 2004 - 2013



Position/Project Overview:

- Program Manager of the 'One Finning' cloud solution development. Work in progress. Dec 2014 to present.
- Practice Lead for Data Center Migrations. Planning & budgeting of various DC migrations and consolidations. Developed templates, Methods of Procedure, Best Practices, resource plans, budgets, sales & marketing collateral for Data Center Business. April to Dec 2015
- BC Hydro Data Centre migration program. Managed the program to migrate all systems from the BCH Edmonds Data Centre to the new Kamloops Internet Data Centre (KIDC). Recruited and built team of 10 project managers, 3 coordinators and 4 designers. Designed & implemented processes to migrate 1400+ servers, 400+ applications, networks, 800+ TB storage, & DMZ on an aggressive 8 month schedule. April 2012 to March 2014.
- FortisBC (nee Terasen Gas) Customer Care Enhancement project. \$4.5 M Infrastructure project to in-source the Customer Care function formerly performed by ABSU. Infrastructure builds for all systems required, plus building 2 call centres for 400 new employees in Prince George and Burnaby. Approx 99 new servers, SAN, 540 desktops, 4 MPLS networks, 9 PRI, on-boarding of 300+ new employees, and changes to support processes for new applications. Aug 2010 to March 2012.
- Laird Managed Service build project. \$6.1 M project to build 5000 sq ft of Managed Data Centre space. Facilities build with new suspended ceiling, 4 new Air conditioners, 4 new Power Distribution units, power bars, racks, fibre & copper structured cabling. Network infrastructure build with redundant Cisco Nexus routers & switches. Shared services infrastructure build with TELUS Virtual Server install, Common Services & SDI. Storage & Netbackup build with Tier 1 Hitachi, Tier2/3 NetApp, and new IBM Netbackup library at Bartor Rd. DC to handle growth. Aug 10, 2009 to May, 2010.
- Interior Health Authority OCS Project. Project to deploy a suite of OCS R2 capabilities to 200 users as a first step to a larger health authority wide OCS deployment. OCS backend servers plus Livemeeting, Edge Servers, Exchange UM voice and OCS Phones. Sept 30 2009 to May 30, 2010.
- BCAA Managed LAN project, Feb 09 to Sept 09. Hardware refresh of routers & switches at 26 BCAA sites in BC, while taking on service management of all sites. Site design, monitoring, documentation, Service Desk and Procurement/Change Management. Coordination of 28 new WAN MPLS circuits, 12 new PRI orders, Cisco Call Manager configuration, SRST setup & test.
- Quebec Internet Data Centre Technology Stream project. Project managed the planning for both the 'Doors Open' technology build and the DC Migration project. Developed cost models to estimate budgets, developed project plans for Migration, and contributed to the next phase Charter. Sept 08 to Feb 09.
- Finning Canada. 4 phase project to begin the server refresh of Domain Controllers, Branch Servers and TELUS HQ servers.



Position/Project Overview (Cont);

- Terasen Gas Netbackup Refresh Project. Infrastructure refresh project to upgrade the NBU network from Nortel to Cisco, upgrade the HP tape library to LTO4 drives, replace the NBU Master to a Solaris server with fibre HBAs and migrate all catalog data & backup jobs for approx 200 servers. Duration from March 08 to Sept 08.
- TELUS/IBM Joint Solutioning project to BC Government. Sales project to architect, plan, cost & present a Joint Solution for outsourcing Hosting, Data Centre, Mainframe & Storage to WTS for the BC Government. In progress September 2007 to March 2008.
- Vancouver Island Health Authority. Denman Pavilion Data Centre Migration project. Provisioning of new DC space, network & power. Managed the planning, testing & migration of 220+ Servers and associated applications from Royal Jubilee Hospital to TELUS DC at 4000 Seymour. 2xGigE networks. Completed Fall 2007.
- PRIME. Police Records Information Management Environment Inc. An Informix database migration project to move RCMP & Victoria Police Dept databases from Victoria PD to RCMP E-Division in Vancouver. 2 new IBM 570A systems, two older IBM 670 systems moved. Migrated 3 x DB and applications. Installed new Net Backup Environment. E100 network.
- Internet Data Centre Projects. 2 IDC projects, one for Best Buy Canada and one for Vancouver Coastal Health, both in the TELUS Vancouver IDC in Burnaby. Each project provisioned over 1000 sq ft with over 30 racks each, 1000 KVA. Space, power, cooling, racks, network, intra-rack cabling, & personnel security access. Included customization work and premise occupation.
- Calgary Board of Education. Completed a Network & Citrix Server project for TELUS Sourcing Solutions (TSS) to bring 50+ CBE employees into TELUS-TSS. System provided access from TSS premises back into CBE systems via Citrix on an E30 Network.
- Completed HSIA IPM Infrastructure Project for TELUS Technology and Operations. 70+ Sun Servers in 5 cities running Lucent DHCP application to replace current OCA platform. Redundant MPLS Networks to connect all 5 cities with links to TELUS OSS network, Enterprise Network and TELUS.net LDAP servers.
- Program Management of the Technology Rollover/Managed Desktop projects. Overseeing PHSA (approx 700 desktops) and DBF (approx 800 desktops) and mentoring of two new project managers. Working with sales & product management on product development and capacity planning.
- PHSA. Completed Provincial Health Service Authority Technology Rollover deployment year 3. Replaced 2000 Desktop computers and re-imaged 1300 with WindowsXP at 24+ sites in BC.
- VCHA. Completed Vancouver Coastal Health Authority Tech Rollover deployment of 2000 Desktops. Ongoing business



Skills:	<ul style="list-style-type: none"> ▪ Project Management ▪ Program Management ▪ Solutioning
Tools:	<ul style="list-style-type: none"> ▪ SMART tools ▪ MS Project, Visio ▪ TELUS tools NPSi, SAP, Cris Special, ECOPS, AWAS Workbench

TELUS Business Solutions

Position *Project Manager, Technology Rollover*
1998 – 2004

- Position/Project Overview:**
- Business case (pre-sales), Architect, design, budget, sales support, quote review, plan, execute and bill Technology Rollover desktop and server infrastructure installations. Manage scheduling and cost control, contracting, quality, risks, personnel and close out. Manage on-going client relationships with major accounts. Developed TRO “11 step” Project Methodology, Service Level Reporting, Asset Tracking and associated templates and documentation.
 - Major Projects: Children’s and Women’s Health Centre of BC. (March 2002 to Jan 2003) PM on Win2000/XP rollout deploying over 950 New computers running MS XP, and re-imaging over 2100 more.
 - Children’s & Women’s. ACB Move. Project Managed move of approx. 400 user’s desktop PCs & phones into the new Ambulatory Care Building.
 - Raymond James (nee Goepel McDermid) PM on installation project of over 470 new desktops and 12 servers at 6 sites across Canada.
 - Vancouver Richmond Health Board. Over 800 desktops, 39 servers at 10+ community sites in Greater Vancouver.
 - Nisgaa Tribal Council. 150 Desktops and 10 servers at 6 very remote sites in Northern BC.
 - Pronet Enterprises. 4 Linux servers running web search engine. Developed distributed virtual hosting application in Perl to update DNS, Apache, sendmail, users and FTP
 - TELUS asset management system used as a discovery tool for Technology Rollover projects. PM for project running on Linux that collects, stores and reports on desktop assets. Perl & SQL. Web site at <http://asset.technologyrollover.com>.
 - Various smaller Technology Rollover projects.

BC Tel Systems Support

Position: Field Service Manager
1996 – 1998



Position/Project Overview:

- Managed 20+ bargaining unit Field Service Reps doing Data installations and repairs.
- Project Manager on warehouse amalgamation project. Two warehouses and an annex into a single 3rd site. Managed inventory (stock levels, availability, costs) Lowered annual parts procurement by over 20% (\$400k) increased parts availability to 80% from 60%, and reduced head count by 4.
- Project Managed major account recovery, Attorney General of BC with support provider Syscom.
- Project Lead on various data move and installation projects.
- ISO 9002 Process Auditor

CGS Inc (Chaps Group Service), Coquitlam, BC

Position: Partner & Technical Support Manager 1986 – 1991
Partner & Field Service Manager 1991 – 1996

Position/Project Overview:

- *Started CGS with two partners. Began with 5 employees and grew to 25 employees and over \$5 million in annual revenue. Mainly a UNIX systems VAR/reseller (SCO Unix, HP-UX, Solaris, AIX, BSD & Linux), selling to small and medium sized businesses. Sales support on hardware sales and sold ongoing maintenance agreements. Managed 4 to 8 technicians plus subcontractors. Also did Unix system administration and second level Unix support. (Business sold to BC Tel and took a Service Management position there in Feb 1996)*

Relevant Education & Professional Development:

- Education:**
- Masters Certificate, Project Management: George Washington University 2000
 - University of British Columbia. Completed Major requirements in English during evening study. Missing 2nd language credits to complete degree.
- Professional Development:**
- Completed TELUS Leadership NOW Manager level program 2011
 - Completed TELUS Leadership NOW Emerging Leader program 2010
 - Program Management ESI in 2005.
 - SMART training 2004.
- Certifications:**
- PMP Certified March 2002 PMP# 47859
 - Microsoft MCSE Certified
 - Cisco CCNA Certified
 - Sun Linux Certified
 - MS Project Orange Belt



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- RCMP Secret Security certified

Publications:

- Various LinkedIn articles on Project Management

**Professional
Associations:**

- Project Management Institute
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