

Richard A. McBride, PMP, MCSE

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QUALIFICATIONS

Accomplished Senior Manager, PMP and MCSE certified IT Professional with an extensive background in deploying and managing complex network and systems solutions to meet critical business results. Strong team management style along with superior communication skills; easily interacts with executives, regulatory agencies, clients, vendors, and staff. Able to manage multiple projects simultaneously. Excellent training and leadership skills.

Goals

To continue my career in a senior IT and Project Management including administration, design and deployment of medium and large scale infrastructures hosting Windows, SQL, Exchange and other Microsoft servers, and to use my extensive training and mentoring skills in a role that allows me to build on my leadership abilities.

TECHNICAL SUMMARY

Operating Systems: MS Windows Server (NT, 2000, 2003, 2008), Windows 9x, ME, XP, 2000, NT 4.0, Linux.

Server Software: SQL Server (2000, 2005), Exchange Server (2000, 2003), MS ISA 2000, IIS

Application Software: MS Office, FrontPage, Project, Visio, CA Brightstor, Backup Exec, Symantec Anti-Virus Corporate, McAfee AV Corporate

Hardware: Dell, IBM, Compaq, Cisco, Intel, Nokia, and DLINK.

PROFESSIONAL EXPERIENCE

Richard A. McBride and Associates

07/2005 – Present

Independent Trainer and Consultant

I am currently working as an independent IT Consultant, trainer and instructional designer, with a focus on Project Management and IT skills. My specialty is “project rescue” assisting clients with short-term projects in IT infrastructure and training.

On the training front, I deliver the Cheetah Learning PMP Certification Exam Preparation classes in Canada, Europe, the Middle East and Africa on a contract basis. In addition I speak at PMI conferences and prepare custom PM training programs for delivery at conferences and in corporate environments.

In the technology arena I have been engaged to assist in IT deployment projects and technology training projects covering Windows Server 2003, Exchange and IIS as well as various LAN/WAN projects.

Moneris Solutions Corporation (Ernex), Burnaby, BC

08/2002 – 07/2005

I.T. Manager

- Provide strategic planning for overall IT goals.
- Direct daily IT operations with clients and end users while proposing/developing new efficient and cost-effective processes and products.
- Serve as liaison among various support organizations.
- Administer support for 100 desktops; 30 Windows 2000/2003 servers; and 1 Linux server.
- Oversee and direct IS staff of 7.
- Analyzed, chose, and managed 3rd-party hardware/software vendor contracts.

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Accomplishments

- **Managed project for relocation of data center and creation of DR site with BCP**
 - ❑ Secured executive sponsorship for \$2.0 million project
 - ❑ Developed required budget and strategy
 - ❑ Sourced required personnel
 - ❑ Directed all activities associated with the project including planning, purchasing, deployment, testing and others
- **Reduce system trouble calls by 80% by increasing system reliability and redundancy**
 - ❑ Upgraded AD and core servers from Windows NT/2000 to Windows 2003
 - ❑ Consolidated SQL Servers and upgraded to SQL 2000
 - ❑ Implemented and deployed enhanced SQL maintenance procedures
 - ❑ Deployed online Help Desk ticket management system for increased responsiveness and reporting ability.
 - ❑ Deployed automated asset management system using SQL and GPO.

Created/implemented multiple programs that enhanced Company's IT and end-user productivity:

- ❑ Comprehensive training and certification program.
- ❑ Special performance reviews.
- ❑ Survey feedback action program that allowed IT staff to review manager's performance.
- ❑ Implemented IT team-building programs.
- ❑ System and policies for notification of new users, moves, changes, and terminations.
- ❑ Quality control system to monitor daily IT performance.
- ❑ IT support policies for end-user community.
- ❑ Desktop and laptop IT standards.
- **Designed, managed, and deployed various projects:**
 - ❑ Network integration with Moneris Solutions Corp.
 - ❑ Disaster Recovery Site and Business Continuity Plan
 - ❑ Network infrastructure upgrades.
 - ❑ Enterprise faxing solution.
 - ❑ Internal help desk.
 - ❑ Facilities moves.
 - ❑ Cisco Pix 525 upgrades

Kirmac Information Technologies, Coquitlam BC

1998 – 2002

Logistics and Network Manager

- Fulfilled MSF Logistics Manager role for software development group.
- Maintained, supported, and enhanced corporate network.
- Directed the support for 250 desktops (including 12 remote locations), 10 Windows 2000 servers, ISA and Exchange servers.
- Supervised and managed activities related to the entire telecommunication system and the firewalls used for Internet connectivity.
- Developed and delivered internal training to development staff on Microsoft servers and applications
- Generated monthly/yearly IT budgets.

Accomplishments

- **Implemented and managed the following projects:**
 - ❑ Exchange 5.5 to Exchange 2000 migration
 - ❑ MS Proxy to MS ISA Server migration
 - ❑ MS IS VPN deployment
 - ❑ Wrote all installation routines for applications developed by the company
- **Created/implemented multiple programs that enhanced Company's IT and end-user productivity:**
 - ❑ IT focus group charged with opening communications between end-user community and IT staff.
 - ❑ Comprehensive training and certification program.

- ❑ Software and hardware IT purchasing including vendor relationships and purchasing policies.
- ❑ Special performance reviews.
- ❑ IT support policies for end-user community.
- ❑ Desktop and laptop IT standards.
- **Designed, managed, and deployed various projects:**
 - ❑ Network infrastructure upgrades.
 - ❑ Enterprise faxing solution.
 - ❑ E-commerce solutions.
 - ❑ Local Internet/Intranet sites.
- Developed and implemented bug tracking system for development.
- Built strategic alliances and delivered consulting/project management support to Corporate and Business services.
- Provided external consulting services on behalf of the company to clients deploying our products and services.
- Implemented Internet and Intranet sites to enhance marketing and information distribution.

Mission Community Skills Center, Mission BC

1997 – 1998

Director of Technology Programs

- Designed, developed and delivered technology training programs
- Coordinated the Central Office Professional program
- Interviewed, hired and managed technical instructors for various programs
- Served as project manager for all internal IT projects.
- Maintained two Netware servers and 5 NT Servers

Richard A. McBride and Associates, Inc., Abbotsford, BC

1986 – 1997

Principal Consultant

- Operated a training and consulting service for 11 years.
- Designed, developed and delivered training programs for a variety of clients
- Provided sales, management and technology consulting to a variety of clients
- Managed all aspects of my own business including sales, finance and HR.
- Delivered MCSE training programs for University College of the Fraser Valley

EDUCATION

05/2004

PMP Certification

Project Management Institute

10/1997

MCSE Certification

Microsoft Certified Systems Engineer (Windows2000), MCSE #397779

5/1978

University College of the Fraser Valley

Diploma - Business Management and Administration