

## **LOUIS-CHARLES LAVALLÉE**

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### **SUMMARY**

Over 25 years experience in managing / leading complex projects in information and communication technology, business systems, e-Business, finance and administration. Quick to evaluate situations and develop innovative and relevant courses of action. Fluently bilingual. An innovative, supportive, and customer-oriented professional who has a sense of team, cares about people, and delivers.

### **PROFESSIONAL AFFILIATION**

Certified Management Consultant (CMC).

### **RECENT AWARDS**

Shared Services Bureau, Service Excellence Awards: Recipient 2004, Nominee 2002, 2003.

**MySSB:** Project won a Silver medal at the 2003 GTEC awards

**reserVIA:** Project won a Gold medal at the 2003 Public Sector Quality Fair

**Pcard Online:** Project won a Bronze medal at the 2003 Public Sector Quality Fair

### **SELECTED ACHIEVEMENTS**

#### **Management and Project Management**

- Managed several complex, concurrent, portal integration projects for the Customer Relations Branch of the Shared Services Bureau.
- Managed the development of the Translation Tracking System for the Government Translation Service.
- Provided strategic leadership with respect to the College de Grands Lacs' financial, physical and technological resources.
  - Played a key role in the development of the college's strategic plan, which resulted in obtaining the required financing.
  - Managed all the information technology projects including the Y2K project, the New Customer Information System, the network redesign and Internet related projects.
  - Managed all aspects of the development of the Toronto campus. Secured financing under tight financial circumstances; located and recommended a site to the board; managed the complete renovation process including selection of the architect, builder and project manager; managed the relocation; and managed communications with the Board of Governors. The campus opened on the planned date.
- Managed the administration and technology team of the College des Grands Lacs, including hiring, training and evaluating the performance of unionized staff and consultants, sponsoring team building initiatives, planning succession.

## **New technologies**

- Developed methods, processes and procedures to take advantage of the new Corporate Portal technology, furthering the Shared Services Bureau's Service Delivery Strategy of web based self service supported by a one-stop customer care centre.
- Authored the *Rules of Engagement* document, which consolidates these methods, processes and procedures as well as experience from real life implementations into a practical guide for future implementations
- Provided leadership with respect of portal integration and customer service for several RFPs including the e-Travel Portal RFP and the Travel Card RFP, using the *Rules of Engagement* as a guide.
- Created the solutions and led the integration of increasingly complex procurement applications, and provided leadership to the evolution of the portal development with respect to procurement applications as well as to the individual projects, such as:
  - VIA Rail: OPS employees can reserve and purchase their tickets online on VIA rail's site through single sign-on from the portal at a saving of \$38 per transaction.
  - Purchasing card: the 14,000 Pcard users have access to an end-to-end electronic workflow for the complete lifecycle of the card account. The process features automated bi-directional https posts of data between the card provider and the portal, and automatic, secure, customer login at the bank based on the portal's authentication. This project changed the way both the government and the bank conduct business.
- Created the solution and managed the development of a web-enabled workflow system for the Ontario Government's Translation Service, taking advantage of the concurrent implementation of the first version of the Corporate Portal, MySSB. The system integrated the work of suppliers and government staff from all ministries into a seamless, integrated eBusiness workflow hosted on a combination of intranet and extranet servers. This system reduced clerical work by 80%.
- Redesigned the technology infrastructure of the College des Grands Lacs to take advantage of new technologies, with emphasis on Internet standards, resulting in 80% savings on telecommunication costs and improved service. Implemented solutions for both academic and administrative uses. Implemented a cost-effective, wireless network in a newly acquired, heritage building.
- Identified and managed the implementation of state of the art technologies to provide better tools for students and staff such as cost-effective, around the clock access to college software running on Metaframe/Windows NT Terminal servers through a typical Internet connection. This solution gave customers a flexible and integrated working environment, allowing them to work with the same software on the same data from any computer or location.

## **EDUCATION**

### **Master of Business Administration (MBA)**

University of British Columbia - 1980. Special interest in Information Systems.

### **Baccalauréat en sciences de l'administration (B.Sc.Adm.)**

Université Laval - 1978. Special interest in Finance.

### **Certificate in Adult Education**

Centennial College - In progress.

## EMPLOYMENT HISTORY

### Full Time Positions

- 1991-present**                    **Lavallée Consulting Limited**  
Principal
- Major Engagements Included:**  
2001-2004 Management Board Secretariat, MyOPS, Pcard Online, Rules of Engagement  
2000-2001 Management Board Secretariat, TTS  
1999-2000 Collège des Grands Lacs, Executive Director, Administration and Technology  
1997-1999 Collège des Grands Lacs, Director, Information Technology  
1995-1996 Industry Canada, Research Project on Information Technology  
1992-1994 Ontario Ministry of Transportation, Business Information System
- 1984-1991**                    **Canada Post Corporation**  
Manager, Projects, Parcel Services (1990-1991)  
Manager, Business Analysis, Research & Development (1987-1990)  
Officer, Business Analysis, Research & Development (1986-1987)  
Administrative Systems Consultant (1984-1986)
- 1983-1984**                    **Supply & Services Canada**  
Project Leader
- 1982-1983**                    **Deloitte, Haskins, & Sells Associates**  
Consultant
- 1980-1982**                    **General Motors of Canada Limited**  
Product Distribution Specialist

### Part Time Positions

- 2000-2002**                    **Humber College**  
Business School Part-time Faculty Member
- 1992-2000**                    **Centennial College**  
Continuing Education Part-time Faculty Member