



Resume

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VERONIKA HO is a senior information technology professional with over 25 years of industry experience. Her company is based in Victoria, BC, operating in Victoria and Toronto. Veronika has performed leadership roles in IT project management and implementation of numerous business application systems. Most of her projects required coordination of stakeholders across multiple jurisdictions such as environment, social services, education, forestry, transportation, and central government agencies.

PROFESSIONAL ASSIGNMENTS

SYSTEM INTEGRATION PROJECTS

Ministry of Jobs, Tourism and Innovation (April 2011 – present)

As project manager for one of the Research and Innovation initiatives, Veronika is organizing the production of on site career days in northern schools and colleges, with portable media content. She is responsible for aligning large stakeholder groups representing several ministries and agencies, using current and new media products.

E-COMMERCE AND E-SERVICES PROJECTS

BC Ferries Services Ltd (Oct 2008 – Mar 2011)

Veronika managed a major project to upgrade credit card processing for the company's Catering and Retail business to new PCI compliance standards (DSS v1.2). The project required coordination of a large virtual team and implementation of new radio communications technologies on 20 ships with over 60 restaurants for credit card real-time authorization. Veronika also contributed to the IT planning process by developing business cases for new capital projects.

ORGANIZATIONAL ANALYSIS AND DEVELOPMENT

Ministry of Environment (Nov 2005 – Aug 2008)

Veronika managed the implementation of the Freshwater Fishing e-Licensing System, a successful project which was delivered on time and budget, and has been nominated for the Premiers Award. Reporting to the Executive of this joint initiative (Ministry of Environment, Service BC, Freshwater Fisheries Society of BC), she managed the integration of project activities across multiple lines of business, and the transition to operational sustainment processes. The new system has consistently contributed to increased revenue.

BUSINESS TRANSFORMATION

BC Ferries Services Inc. (May 2003 – Apr 2005)

As Director, Benefits Realization, Veronika provided expert skills and experience to realize, maximize, and sustain measurable benefits from business change programs enabled by Information Technology. Reporting to the CIO, her responsibilities included business case development and portfolio management for several corporate programs.

BC Pension Corporation (Aug 2002 – Dec 2002)

Reporting to the VP Client Services, Veronika planned and executed a project to provide alternative service delivery options to respond to daily customer inquiries. Veronika managed the analysis and reporting of over 8,000 inquiries with participation from 250 staff members.

Ministry of Employment and Income Assistance (Oct 2001 – Aug 2002)

As Project Director reporting to the Ministry Executive, Veronika planned and implemented the Ministry's Electronic Service Initiative (ESI). Three web systems and a new automated telephone inquiry system (IVR) leveraged legacy applications while applying new Government strategic directions and services. By providing convenient, accessible service, inquiries to Ministry offices reduced six-fold, and benefits of over \$3 million annually were realized.

Ministry of Attorney General (Jun 2000 – Sep 2001)

Veronika participated in the Electronic Justice Services Project (EJSP), an initiative to enable lawyers to file court forms over the Internet. Veronika's contributions included the development of Change Management and Communications Plans, project issues management, vendor liaison activities, RFQ process management, and other PMO deliverables.

Ministry of Advanced Education, Training and Technology and Ministry of Employment and Income Assistance (Jan 1999 – Mar 2001)

Veronika was Project Director responsible for the planning, design and execution of ten concurrent system integration projects within a fixed 10 months "time box". The approach included the delivery of visible successes, team building and knowledge transfer, foundation projects such as a new enterprise model, and the delivery of an extranet prototype system.

GIS (GEOGRAPHIC INFORMATION SYSTEMS)

Ministry of Environment and Forest Renewal of BC (Mar 1996 – Apr 1998)

Veronika was project manager for the development and implementation of the Water Information Sharing (WINS) system. This project resulted in a new integrated data capture tool, where the application of GIS technology (ArcInfo) as a front-end to legacy systems (Powerhouse/Rdb) enabled many business innovation opportunities. Project results were presented at the GIS 97 Conference in Vancouver.

HUMAN RESOURCES, BENEFITS, PAYROLL

Ministry of Finance, Ministries of Transportation and Forests (Apr 1995 – Nov 1998)

Veronika managed the pilot project to implement a new government-wide payroll, human resources, and leave management system (PeopleSoft renamed "CHIPS"), with a large team of government employees and contracted staff in six BC locations. Product evaluation was conducted through process and workflow modeling, training delivery, rationalization of modifications, and recommendations to senior government executives.

PENSION ADMINISTRATION

Ministry of Environment, Lands & Parks (Feb 1991 – Mar 1993)

Veronika planned and managed the implementation of a new Revenue Management System for the Water Management Division, including the Treasury Board business case submission, procurement, redesign of business and accounting processes, complex receivables calculations, invoicing, payment processing, integration with two existing applications, historical data conversion and document scanning.

FINANCIAL SYSTEMS

Superannuation Commission (Mar 1990 – Feb 1991)

Veronika was project manager for the planning and implementation of new pension reporting requirements to Revenue Canada. This complex project required tight deadlines, and involved a large team. Cost savings to taxpayers in the reporting year were estimated at \$40 million, and Revenue Canada proclaimed the BC implementation a success.

EDUCATION AND PROFESSIONAL DEVELOPMENT

- Professional Designations and Designation Renewals:
 - ISP & ITCP (CIPS Canadian Information Processing Society, awarded Jan 2006, ITCP awarded Oct 2009)
 - PMP (PMI Organization, awarded Sep 2005, renewed Sep 2009)
 - ITIL (Foundation Certificate in IT Service Management, awarded May 2004, upgraded April 2008)
 - CCP (ICCP Institute for Certification of Computing Professionals, awarded Jan 1998, re-qualified to present)
- Professional Development:
 - Digital Signage Expert Certification (2011)
 - Project Management and Management Development courses, Application Development Methodologies, specialized software product courses provided by Microsoft, Oracle, PeopleSoft, MRO, IBM, Datapoint
 - GIS Concepts and Application Courses (UVic)
- Post-Secondary Education:
 - University of Toronto (B.Comm Program)
 - Ryerson University, Toronto (Business and Information Technology Management)
 - Technical Institute for Commerce and Economics Diploma, Hannover, Germany
 - Interpreter Diploma for English, French, German, Hannover, Germany

EMPLOYMENT HISTORY

1990 - present	Independent Information Management Consultant (Victoria and Toronto)
1988 - 1990	Sr. Consultant, William M. Mercer Limited (Victoria and Toronto)
1985 - 1988	Systems Engineer, Datapoint Canada Inc. (Victoria)
1981 - 1985	Project Manager, British Columbia Systems Corporation (Victoria)
1975 - 1981	Manager Systems, North-American Life Assurance Co.; Senior Systems Analyst with several financial institutions and Sun Oil Company (Toronto)