

**John W. MacDonald**  
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With over ten years of successful work experience in technology, project management and Lotus Notes application administration, John MacDonald is currently seeking new challenges. A highly motivated and resourceful worker with a strong client focus, John MacDonald is known for his experience in managing multiple projects with tight deadlines. His greatest strength is his ability to learn and convey complex technical information to a lay-audience. In addition, he has been granted Level 2 (Secret) Security Clearance.

## **EXPERIENCE**

### **Accenture Incorporated Project Manager, Specialist**

**1998-2006**

- Developed multiple (100+) Lotus Notes database applications; ensured all activities required for implementation including planning, testing, documenting and rollout was completed; performed technical transitions by gathering and analyzing IT infrastructure requirements for clients; prepared monthly status reports; approved financial statements and ensured complex deliverables were completed on time and on budget; communicated with global project team on administrative matters related to projects and escalated project related issues when necessary; performed presentation preparation and delivery; trained and liaised with customers in a globally defined process.

#### **Project Accomplishments**

- 2003-2006: Managed Canada's Lotus Notes to Microsoft Transition Initiative by overseeing the transition of Accenture's knowledge capital from LN platform to MS infrastructure. Acted as Lead Project Manager for the Canadian Geographic Unit. Identified applications required for transition or readied existing applications for archival and deletion. Provide recommendations to facilitate roll-out effectiveness.
- 2000-2006: Power User of PaCT (Profiling and Communications Tool). Created and ran scripts used to pull required data, in real time, from multiple databases to populate Active Directory and Name and Address Book Group Lists in Lotus Notes. PaCT was also used to gather ad hoc statistics about specific groups of employees based on role, position, level, geographic location, to be used in a reporting function.
- 2000-2005: Worked with Accenture HR Department to develop and maintain a secure, automated application to synthesize sensitive personnel information in an electronic form as it related to their salary and promotion, and e-mail the Annual Total Reward Statements to Canada-wide personnel, along with vetting and tracking of Benefits Options on behalf of Accenture's Human Resources Department after approval from Project Leads.

- 2000-2005: Developed and maintained a Canadian Report Repository for HR Department to deliver and request ad hoc reports. Developed and maintained other applications such as eSupport Project database application for issue management using a defined process to track, escalate, and resolve issues related to the implementation of Accenture's online call centre knowledge base.
- 2000-2005: www.accenture.ca content management application maintained and updated relevant project information (such as project activity schedule, status reports, correspondence) provided by project managers and coordinators.
- 2000-2005: Maintained various Lotus Notes database applications e.g. BC Hydro to track project's change requests and also used to communicate with the active project team on administrative matters related to the project. The application allowed the inclusion of decks for review and maintained project documentation. It incorporated information which could be modified as needed to assist with the preparation of client presentation on an ad hoc basis.
- 1998-2006: Created and maintained over 200 group lists and application IDs on Accenture's online Group Web Administration (web portal) used by the company.
- 1998-2000: Provided internal customer technical support to Accenture's global workforce and provided 2<sup>nd</sup> level support to my colleagues as requested. Worked as a Team Lead accepting incoming calls which were logged and escalated according to an established tiered process.

**Taima Corporation  
Technical Support Agent**

**1997-1998**

- Provided first level phone and support for technical and billing issues; developed and maintained customer relationships.

**MacDonald Cartier High School and Chambly County High School  
Teacher and Coach**

**1993-1997**

- Taught various courses in English, History, Geography, and Mathematics along with the creation and development of Lesson Plans; coached football and track and field activities.

**EDUCATION**

**Bachelor of Education:** McGill University, Montreal, QC  
B.Ed. 1991-1993.

**Bachelor of Arts:** Concordia University, Montreal, QC  
B.A. 1988-1991.

**Diploma (D.E.C):** CEGEP John Abbott College, Montreal, QC  
D.E.C. Social Science 1985-1987.

## RELEVANT PROFESSIONAL DEVELOPMENT

### Courses and Specialized Training

**Managing Information Technology Projects**

Boston University [Education Affiliate], Ottawa, ON, 2005

**Windows 2000/Server**

Productivity Point International, Ottawa, ON, 2000

**Domino Designer Fundamentals**

Polar Bear Corporate Education Solutions, Ottawa, ON, 2000

**MS-Project**

Productivity Point International, Ottawa, ON, 2000

**Notes 5.x**

Productivity Point International, Ottawa, ON, 2000

**Visio 2000**

Productivity Point International, Ottawa, ON, 2000

**PhotoDraw**

Productivity Point International, Ottawa, ON, 2000

**FrontPage**

Productivity Point International, Ottawa, ON, 2000

**Lotus Notes Courses leading to Certification**

**RA.5 System Administration 1; RA.5 Application Development 1**

Polar Bear Corporate Education Solutions, Ottawa, ON, 1999

**Technical Support Certification**

**Windows 95/98; Windows 3.x; Internet**

Taima Corporation, Ottawa, ON, 1998

## SOFTWARE USED

Windows OS (all versions); MS Office (Excel, Access, Project); Active Directory; Lotus Notes R5 (Domino) Developer/Administrator; HTML; Team Studio tools, Remedy, Profiling and Communications Tool.

## REFERENCES

Kelly S. McDowell, Canada ATIS IT Lead, [kelly.s.mcdowell@accenture.com](mailto:kelly.s.mcdowell@accenture.com), 613-750-5157  
Anna Glinny, Accenture Human Resources Services, 613-750-5076  
Steve Worth, [steve.worth@cgi.com](mailto:steve.worth@cgi.com), Information Systems & Management Consultants Inc.