



Michael B. Flint, PMP

6901 Barrisdale Drive, Mississauga, Ontario, L5N 2H5

(416) 931 – 6635

michael.flint@mbf.ca

<http://www.mbf.ca/>

Available on: LinkedIn, Facebook, Twitter & others

Project Management Expert & Consultant

Passionate, Practical, Resourceful Project Management Expert and Consultant with over 30-years’ experience in business and project management, helping companies manage risk, scope and expectations. Recognized authority in project management circles and a frequent speaker on the subject at conferences around the world. Key objective being to help organizations realize value and reduce risk through the effective use of project management principals, processes, logic and the concept of value-added project management.

Guiding Principles

- Enjoy the work, family & volunteering lives
- Enjoy making a difference
- Enjoy doing things that others perhaps cannot do
- Always have FUN doing it!

Approach

- Look for the challenges, the new, the different
- Look to adjust the approach to meet the needs
- Listen first, speak second – always communicate
- Look to learn, not just teach and deliver

Attributes

- Passionate, practical, resourceful project management expert
- Recognized authority & frequent speaker internationally
- Utilized in complex projects or programs, with cross-functional diversity across an organization
- Works to deliver “bigger picture” or strategic view
- Empowered, confident and successful
- Manages risks, costs, scope and schedules
- Straight-forward speaker
- Get things done
- Skill-set that goes beyond project management
- Operational as well as the strategic
- Aligns projects to corporate goals
- Adept at change management, organizational management and process improvements

Areas of Expertise

- Project or Program Management
- Project/Program Management Office (PMO)
- Portfolio Management
- Risk Management
- Change Management
- Financial Management
- Strategic Planning & Execution
- International Speaker, Trainer, Facilitator & Author

Industry Vertical Experience

- Banking & Financial Services
- Professional Services
- Transportation & Logistics
- Media – Print & Broadcast
- Retail Trade, Consumer & Utilities
- Computer, Software, Information Technology

Professional Experience with MBF Consulting Services Inc.

Providing expert and professional project management services and consultation for clients worldwide. Providing training and facilitation services and is available for speaking engagements on project management around the world. Clients and projects include:

The Globe and Mail (2010)

Program Manager, Globe and Mail Newspaper Redesign Project

- Facilitated the cross functional planning for the redesign project and process changes, including change and risk management with contingency plans through to the successful execution of the project
- Manage the organizational and cultural changes needed to implement the new process necessary to deliver the redesigned newspaper and website
- Provided and encouraged continuous communications for updates throughout the organization, with weekly reviews with the Executive team including progress status, issues and risks
- With no direct reports, through matrix management had up to twenty people assigned to the project and another similar number who had indirect impact on the project

The result was that the redesigned Newspaper was launched on October 1st as planned, all stakeholders were satisfied, and all risks were mitigated and the contingency plans unused. Marketing plans launched successfully; Sales and advertising solutions exceeded budget expectations. While the project budget was several million dollars but the risk potential was the value of the company. Failure to launch on the day would have had a serious impact in the standing of the Globe and Mail in the community.

Canada Cartage System (2005 to 2009)

Manager, Project Management Office (PMO) implementation and Project Manager

- Implementation of project standards, risk assessments, change management, communications protocols and for the organization that grew organically through the purchase of other corporations, went public and returned to a privately owned business the following year
- Managed multiple projects, some concurrently with each other, while also maintaining the Project Management Office
- Organized the existing numerous ad-hoc projects (thirty nine at first review) into a portfolio that allowed executives to set priorities and provide direction

This resulted in the acceptance of the process and procedures for all future changes and projects, with management and executive using the lexicon of project management to define the requirements. Projects were well defined, planned and delivered on schedule, on budget and met expectations. Project budgets managed amounted to between \$12 and \$20 million per year.

Project Manager, Transportation Management System (TMS) upgrade & implementation

- Planned and implemented multiple upgrades of the TMS system, a SQL database based system from Accellos, across the company
- Planned and implemented the Accellos TMS system to all the Direct Transport branches in Western Canada – previously having limited or no automated system

Resulted in the merged companies using the same transportation system across the country allowing for effective tracking and reporting. This positioned the organization for the integration with the Equipment (Transman), Finance (Great Plains), Imaging (Microdea) and Warehouse Management Systems.

Project Manager, Warehouse Management System (WMS/3PL) replacement & implementation

- Planned and implemented the new WMS and Third Party Logistics (3PL) system from Accellos in Winnipeg and Oakville
- Provided the planning and approach for the remaining five locations to be managed by local project managers
- Planned the integration between the Transportation and the Warehouse Management Systems

This resulted in the standard approach for automating the warehouse management processes at the remaining locations. Provided the groundwork for the links to the transportation and reporting system.

Project Manager, RealDispatch – Handheld Device System implementation

- Planned and implemented two prototype projects where hand-held devices (RIM Blackberries and Allegro/Symbol units) that were to provide company drivers with electronic trip sheets, weigh bills and mapping tools
- Planned and supported the third and final prototype with the Blackberry, which was implemented by another project manager

The result through the lessons learned from the prototypes, provided feedback on the process, performance, quality and reporting results which enabled the most recent project to deploy the hand-held devices to the drivers and save considerable budget dollars through efficiencies in daily operations with some 1,300 drivers.

Project Manager, Bill 198 (Canadian SOX) project implementation

- Working with the accounting teams to manage the Bill 198 process requirements, provided defined processes, documentation, validation and testing for each of these processes

The result was the CFO was able to make the necessary statements to shareholders in respect to Bill 198 compliance.

- Managed the project to devolve the processes from the Bill 198 compliance when the corporation decided to go private again and buy-back the shares

The result provided the opportunity for a significant lesson learned session which produced substantial documentation that could be used in the future for organization process change reviews.

Other projects included:

- Merging of Canada Cartage System, with Direct Transportation, OK Transportation and other purchased companies
- Microdea Imaging system project implementation integrated with the deployment of the Accellos TMS product for improved billing efficiencies and reduced customer complaints
- Microsoft - Dynamics (Great Plains) upgrade and Fixed Asset Reporting project implementation
- Business Intelligence, Scorecard & Performance Point definition and planning
- Enterprise Project Management (EPM) and Sharepoint implementation project
- Upgraded and implementation of the Microsoft CRM solution to work with the Outlook system replacing a former stand-alone system
- National Payroll rationalization project including not only full-time employees but also owner operator drivers and agency supplied drivers and staff
- Continuous improvement of the TMS for customers, drivers, billing and interfaces adding several EDI (electronic data interchange) solutions for billing and customer orders
- Equipment (Trucks) Management system (Transman) upgrades and improvements

Michael B. Flint, Project Management Professional

- Web based track and trace linked with GPS and mobile device to provide intelligence on trucks, drivers and customer needs

Triversity (2005)

Senior Director, Project Management Office

- Provided support, guidance and training to the corporate project management teams of some 30-project managers and 10- business analysts and worked with the sales teams in the deployment of multiple enterprise wide point-of-sale devices and customer-specific customized software implementations
- Worked with the software developers, quality control and assurance teams and the test teams to provide the project teams a product that they could deploy to clients around the world

The result was the improved approach to the project management process; improved customer satisfaction and the revenue target of \$12 million per quarter was exceeded.

IBM Tivoli Software & Think Dynamics (2003 to 2005)

Senior Project Manager, Tivoli Orchestration and Provisioning Product deployment

- Project managed the deployment of multiple on-site customer proof of concepts for the new developed server provisioning software solution
- Worked with the development and management teams on the strategic plans and sales process for the deployment and evaluation of the patented software solution following a fast pasted SDLC approach

Resulted in over 200 customers engaged in the product testing, in turn purchasing licences in excess of \$100 million in the first year of launch. Enabled the product to be packaged with other Tivoli On Demand products and to be sold as part of the IBM enterprise wide licences.

Senior Project Manager, Think Dynamics

- Provided the standard deployment and evaluation process for the deployment of customer proof of concepts for the provisioning software product prior to Think Dynamics being purchased by IBM

The result was an effective customer-wide approach for deployment that was also accepted by IBM when they took over the process, and they included the incumbent project manager.

Other customer experiences (2002 to date)

- **Trainer & Facilitator**, for the ITIL Deployment Project partnering with **SOSCorp.ca** at **Siemens Canada**
- **Trainer and Process Consultant** at **WarrenShepell** (now Shepell fgi) on Practical Project Management
- **Trainer at Ryerson University, Human Resources** workshop on Practical Project Management for the non-Project Management
- **Trainer & Project Consultant** for **AirIQ** Pickering on Project Management Awareness and Processes

Professional Experience with GE Capital IT Solutions (1995 to 2002)

Director, Professional Services

- Managed the Professional Services for the central and eastern Canada Regions, consolidating the two regions into one single focused department that provided services and up to sixty high-end technical and senior project management professionals across the new Canada East region
- Maintained high levels of certifications for the team (MSCE, ITIL, Six Sigma, PMP and many more), continuous improvement and quality focused deliverables

Resulting in the department exceeding requirements for Margin, Revenue per Employee and Utilization. Revenues per quarter exceeded \$20-million, margin was at 33% and utilization was about 75% for the year.

Managing Consultant

- Managed, coached and mentored the Project Management Professionals across the regions, while providing on-site project management support for key clients
- Developed and established performance standards for the project management office, provided templates for use by all resources at clients, along with the detailed methodology based on the PMI PMBoK (Project Management Body of Knowledge)[®] which was adopted across the General Electric companies
- Designated as an Expert for the Project Management Community for GE Intranet access worldwide
- Co-Author of a series of training sessions - "Seven Steps on the Road to a Successful Project" – a review of the standard processes adopted by the Practice for managing projects

Result was a highly sought after pool of project managers and accepted practices that met client needs and supported sales revenue targets across the region.

Michael B. Flint, Project Management Professional

Senior Project Manager

- Provided on-site project management planning, execution and implementation for multiple projects at multiple clients, PMO development and/or support for project managers for over 50 clients, including:
 - Program Manager, Year 2000 Readiness Project and subsequent PMO Manager for CTV /BellGlobeMedia
 - Project Manager, Business Process Reengineering project for warehouse intake at Sears Canada
 - Project Manager, WAN and desktop deployment Carrier Canada Ltd; Carswell Publishing; Scotia McLeod
 - Project Manager, Windows NT implementations for Celestica; McCarthy Tétrault; Consumers Gas
 - Project Manager, office moves for Spar Aerospace; Pfizer; Morguard Investments
 - Project Manager, J.D. Edwards On World Installation for CCL Label/Custom Manufacturing
 - Project Manager, Switchview installation at Tele-Direct Publications (Yellow Pages)
 - Resource Management, managing up to 15 resources assigned to the Branch Desktop Upgrade Project for TD Bank/TD Canada Trust; a small team responsible for the Network and Desktop rollout at Worker Safety Insurance Board (WSIB); and the MS Exchange Installation Project team assigned to Department of National Defense

And many more

Professional Experience with Bank of Montreal (1974 to 1995)

Program Manager, Institute for Learning (IFL)

- Managed the total technology infrastructure for the Institute, utilizing multiple teams with ten defined projects that ran from Network Infrastructure to Audio-Visual installation, from Hotel Management System to Course Registration System all running concurrently with the installation of hardware (AS400, RS6000, OS/2 and Mac based desktop equipment) and much more
- All this coordinated alongside the separately managed Construction Project and aligning with their deadlines and expectations
- The technology program had a budget of \$25 Million budget split between Capital and Operations and had a direct reporting team of up to 20 individuals

Result was that the three-year project was brought in on time; it met the critical success factors defined by the Chairman of the Board and came in under budget by 15%.

Project Manager, International Banking & Domestic Banking Projects

- Responsible for multiple projects within the Corporate Institutional & Financial Systems over a five year period ranging from \$100,000 to \$10 million budgets
- Projects included Documentary Credit System Upgrade; Business Process (Cheque Clearing) System upgrade; Electronic Funds Transfer (EFT) installation; Human Resource Information System upgrade and more

Project Manager, Toronto Trading Floor replacement Project

- Responsible for the complete upgrade of the existing trading floor system, replacing all interactions with the latest solutions and application feeds in the existing location (\$15 million budget)

Project Manager, International Payments Upgrade and

S.W.I.F.T. (Society for Worldwide Interbank Financial Telecommunications) Installation Projects

- Responsible for the Installation, Process Development and Training for upgrading International Payment system the Canadian based and the installation of the International Payments system at each of the locations in Tokyo; Hong Kong; Singapore; Nassau, Bahamas; Chicago; London, England; Montreal; Toronto (\$20 million budget over 5-years)

Project Manager & Branch Administration Manager, Branch On-Line Installation (BOLID) Project

- Installation of the first mechanization of the Branch Banking systems across the country, personally responsible for converting 28 Branches over a three year period
- As the Administration Manager developed schedules and plans for multiple teams (20 to 30 individuals) who would convert up to 100 branches per year

Assistant Branch Manager/Administration Manager

- Branch Management serving customers for their needs on Loans, Deposits and Payments; responsible for the management of staff and fiscal wellness of the Branch

International Speaker, Trainer & Facilitator & Author

Multiple Keynote Topics on Project Management

Align Employee Activity to Corporate Objectives – eliminate “Fake Work”

- Presented at the **Power Within** – Entrepreneurs & Business Leaders Conference September 2010

Practical Project Management for the Non-Project Manager™

- A review of the technical approach to project management combined with a practical application of those practices for non-project managers assigned to manage projects in the organization

“If This Was Easy Someone Else Would Be Doing It”™

- A review of the top-ten challenges project managers face in their daily projects, along with some practical responses to those challenges based on experiences and actual projects

And many other Project Managements, Performance Management and Change Management topics

Engaged by PMI for their Leadership Meetings and by many PMI Chapters; by other associations (IEEE, CIM, ASAP, Project World etc.) and by corporations (MTS Allstream, VTRAC etc.)

Volunteer & Association Activities

Project Management Institute (PMI) and PMI Southern Ontario Chapter –1998 to Current

- **Director** and **Past President**, PMI Southern Ontario Chapter, one of the largest Chapters in the world with over 4,300 members and 3,000 PMPs supported and serviced in the Greater Toronto Area and surrounding area
- Active volunteer not only with the local PMI Chapter, but also at the Regional and Global levels
- Honored with the prestigious award for contributions to the association in the category of Component Leadership (Volunteer of the Year) receiving the recognition at the 2008 North American Leadership/Global Congress
- Speaker, Presenter, Panel Member & Author for PMI Leadership and Chapter Meetings worldwide

Other Active Memberships & Association Participation

- Event speaker at the Power Within <http://www.powerwithin.com/>
- Canadian Association of Professional Speakers (CAPS) <http://www.canadianspeakers.org/>
- Strategic Leadership Forum (SLF) <http://www.slftoronto.com/>
- Canadian Institute of Management (CIM) <http://www.cim.ca/>
- Association of Independent Consultants (AIC) <http://www.aiconsult.ca/>
- Toronto Talks <http://www.torontotalks.org/>
- Past member, Project World Advisory Board <http://www.projectworldcanada.com/>

Qualifications & Awards

- Project Management Institute Component Leadership Award (Volunteer Leader of the Year) - 2008
- PMI Southern Ontario Chapter – Leadership Institute Program (SOC-LIP) - 2007/2008
- SPMgroup Professional Certificate Series in Project Management – Bronze Level (2002)
- General Electric’s Leadership Framework Trained (2002)
- Six Sigma (Quality) Green Belt Certified (2001)
- Circle of Excellence Winner – GE Capital (1999)
- Leadership Award Winner – GE Capital (1999)
- Project Management Professional (PMP) - 1998
- Bates Project Methodology trained (1981 & 1997)
- Fellow in Business Administration (1985 – FBA - Canadian School of Business)
- Banking Diploma - Associate of Institute of Bankers (1975 - AIB)