

# Grant Finnighan

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## Career Objective

To see my technical leadership skills contribute to the creation of software and new media products that are meaningful to people's lives

## Profile

Twenty years experience in software and Internet product development, including fourteen years in a leadership role. Broad outlook and skill set developed through formal training in electrical engineering, psychology, English, music and multimedia. Record of accomplishment in on-time delivery, process effectiveness and building trust through communication. Key skills include:

### Leadership

Technology road maps  
Organization design  
Process leadership

### Project Management

Project estimation and planning  
Risk management  
Working with diverse stakeholders

### Application Design

Object-oriented design  
Rational Unified Process  
Multi-tier architectures

### People Management

Effective communication skills  
Team building  
Mentoring and motivating

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## Professional Experience

### **Moneris Solutions, Burnaby, 2003-present** **Director, Ernex Development**

#### Highlight:

Lead all aspects of product development for gift card and loyalty programs

- Introduce design processes, and stabilize morale while delivering on major customer commitments.
- Result: Three major projects delivered on-schedule. Lightweight version of Rational Unified Process introduced along with tool support. Team grown by 100% with attrition under 10%. Evolving platform to new architecture.

#### Other:

- Leading a team of 27 people, including application, database and report development, as well as product testing, program configuration and third-party integration

### **finnighan, Vancouver, 2002** **Web designer, project manager, video editor**

#### Highlight:

www.tastevancouver.ca: Web site development for a non-profit organisation

- Goal: Manage team of volunteers, serve as customer liaison, contribute to development in order to meet demanding design constraints.
- Result: Web site successfully delivered and maintained. Added feature exceeded customer expectation. Customer kept apprised of progress.

### **Bell-Northern Research/Nortel Networks, Ottawa and Richmond, 1991-2001** **Software design manager**

#### Highlights:

Application integration team for distributed, multi-tier, network management solution

- Goal: Consult with lead customer to best customize Nortel's service management solutions to their enterprise.
- Results: Earned two awards for customer "dedication and perseverance." The "customer was very happy."

Led the building of the product quality system for about 60 people

- Goals: Increased process effectiveness, audit certification, no impact to development.
- Results: Completed process development on-schedule. Managed the teams successfully through ISO-9001 and other audits. Protected schedules of ongoing product development.

Manage schedule recovery of high-profile software feature for key customer

- Goals: Take over project in schedule trouble and deliver quality product to save key account.
- Results: Product delivered on-time. Test department declared it the highest quality ever. Sponsors on customer side redeemed within their organisation.

Lead two component development teams through top-down, over-committed schedule

- Goal: Keep teams motivated and deliver product to customers, as per commitments.

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- Results: No attrition, in spite of long hours. Product delivered within time constraints. Received Director's Award for Commitment.

Lead start-up team to create Connection SDK for next-generation architecture.

- Goal: Build and lead team through idea generation, product development, process development and support.
- Results: Architecture created, which was subsequently proven re-usable for new applications. First product delivered on-time. Low defect count. Low overtime rate. Project plan cited as 'best in class.'

Other:

- 'Top talent' designation in 2000 and 2001, as recognition for being amongst the corporation's top 8%, in terms of contribution and potential.
- Led the introduction of the Rational Unified Process and requirements management tools into the Richmond R&D lab.
- Managed teams of between 4 and 20 software designers, testers, UNIX/NT system managers and technical writers.

## **Bell-Northern Research/Nortel Networks, Ottawa, 1987-1991** **Software designer and customer support representative**

Highlight:

Requirements, high-level design, implementation and delivery of trunk protocol machine.

- Goal: Full product development for distributed software application.
- Results: Product delivered to customer on-time. Became technical domain leader for business unit and was promoted to management.

## **Education and Professional Development**

Certificate in Multimedia Studies, University of British Columbia	2002
Numerous courses in management and technical skills, Nortel Networks	1987-2001
Grade 9 Piano/Grade 5 Theory, Royal Conservatory of Music	1996/2001
Bachelor of Arts with Honours (English), Carleton University	1998
Bachelor of Arts (Concentration in Psychology), University of Ottawa	1991
Master of Applied Science (Electrical Engineering), University of British Columbia	1987
Bachelor of Applied Science (Electrical Engineering), University of Toronto	1984