

R. Paul McCourt, PMP, CRM, CIP

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SENIOR BUSINESS & TECHNOLOGY PROFESSIONAL

PROFILE

A versatile, forward thinking leader experienced in delivering pragmatic solutions with senior level accomplishments in business and information technology roles. Passionate for seamlessly integrating technology with business strategy and delivering competitive advantage via technology, business knowledge and process. Diverse background includes business planning, strategy creation/execution, sales and marketing, general management and staff development. **Strengths include:**

Common Sense

Program/Project Mgmt.

Business Acumen

Creative Solutioning

Facilitation

Technology Futurist

CAREER PROGRESSION

Jones Brown Insurance Brokers and Consultants, Toronto, ON April 2009 – January 2010
COMMERCIAL BROKER, NATIONAL SALES TEAM, HIGH TECHNOLOGY VERTICAL

Recruited to create a high technology book of business for the firm. Specific accomplishments include:

Developed the insurance products and marketing materials to support the entry into the vertical.

Created a pipeline of 300+ potential customers and sold products and services to them.

Identified and built relationships with the leading local/international suppliers of insurance capacity.

TRPMG Inc. Toronto, ON
FOUNDER AND PRESIDENT

June 2008 – April 2009

Engagements in the manufacturing, financial services and insurance industries. Specific accomplishments include:

ERP Project Management consulting for TGO (www.tgo.ca), overseeing the implementation of Microsoft Dynamics GP with custom development extensions in the high technology manufacturing and commercial real estate verticals.

Consulting roles focused on project management, business analysis and process improvement for an international specialty property/casualty insurer (www.catlincanada.com).

Additionally, earned my RIBO license and wrote a business case to start up a risk management firm dedicated to meeting the needs of the high technology industry. Output from the case lead to the Jones Brown commercial broker role.

Allstate Canada Group/TRPMG Inc, Markham, ON
SENIOR PROGRAM MANAGER (contract - Director level role)

June 2006 to June 2008

Recruited to manage the Project Control Office of the corporate strategy execution team that was overseeing an \$80 M spend charged with a business transformation of the claims and policy environments.

After five months assumed the senior leadership of a team of program managers responsible for the policy issuance transformation program - program budget was \$50 M. Interacted daily with the corporation's senior leadership providing consultation on a wide range of topics including vendor and scope management, requirements, quality control, program direction and team makeup. Oversaw the daily activities of the 120+ corporate and vendor based resources assigned to the program. Specific accomplishments include:

Architected and executed a re-organization of the program structure with the primary goal of positioning the organization to be self-sufficient as the program moved from its first phase to the 14 remaining phases.

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Career Progression continued...

Recruited and lead a team of cobol/java developers and business analysts positioning the corporation to be able to undertake maintenance and enhancements of the system from the vendor much earlier than planned.

Recognized the need for, designed, and oversaw the creation of a suite of automated testing tools to assist with the rapid deployment of the program.

Architected a new requirements documentation template that contained all the necessary information in one document.

Authored the personal lines umbrella insurance requirements with an embedded test traceability matrix.

Implemented a program wide collaboration tool (SharePoint) to manage the documentation and a time tracking tool (Replicon) to assist with the estimation process.

Completed the analysis of and re-stated the program's past financial expense capitalization and future direction of the same.

Centric Marketing Solutions, Markham, ON

March 2005 to May 2006

DIRECTOR, PROJECT MANAGEMENT

Hired to create a formal program management process within the entity; oversee planning and execution of projects undertaken by the organization; and build/mentor the Business Analysis and QA teams.

Specific accomplishments include:

Developed and executed an adaptive program planning approach based on an agile development methodology to transform a full suite of creditor and direct based life insurance systems for TD Bank.

Primary client relationship manager contact for the day-to-day execution of a development program with a budget in excess of \$13 M; co-authored the Statement of Work.

Conducted initial round of business analysis/product development for the underwriting module of a creditor based life insurance system.

Envision IT, Mississauga, ON

August 2004 to March 2005

PROJECT MANAGER

Oversaw all aspects of development projects based on ASP.net/SQL and SQL Server including contract negotiation, functional design, development, testing and implementation. Specific accomplishments included:

Implemented an e-catalogue for a large wholesale organization which included scripted automation with Adobe InDesign, daily products inventory import from a Unix data warehouse, and storage of the final catalogue pages with extended meta data in SharePoint.

Consulted on various projects and co-presented seminars on business score carding and team collaboration.

Province of Prince Edward Island, Charlottetown, P.E.I.

December 2002 to July 2004

PROJECT MANAGER (Relocation for family reasons)

Spearheaded several web based projects for Provincial Taxing Authority encompassing sales, property and fuel taxes, GIS integration and land registration. Specific accomplishments include:

Provided consulting expertise to the Tax Commissioner on overall strategy spanning customer management, taxation systems and GIS integration; architected a CRM based single point of entry to all taxation systems for the general public.

Oversaw all aspects of the rewrite of the province's land registration environment replacing it with a J2EE/Oracle platform used to register mortgages, conveyances and deeds. Implemented the province's first image repository and oversaw its integration within the authority's environment.

Successfully headed the rapid deployment of a Property Assessment/Taxation System which assessed and taxed 108,000 parcels of land, generating revenues in excess of \$110 M per annum.

Global Aerospace, Markham, Ontario

May 2000 to November 2002

IT, MARKETING AND COMMUNICATIONS MANAGER

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Career Progression continued...

Directed IT, Marketing and Communications for the Canadian division of the largest Aviation Insurer worldwide. Championed comprehensive upgrade of all of the company's systems (policy, claims, finance and accounting systems). Specific accomplishments include:

- Led the replacement of antiquated IT systems with a modern platform with a Dynamics back end.
- Architected the entire suite of business requirements and test cases for the policy and claims modules of the new application's transaction processing, downstream reporting and data warehouse population.
- Facilitated daily communication with US-based development team, clarified requirements, created test cases, developed functional Visual Basic screen mockups and led overall program management.

Royal & SunAlliance, Toronto, Calgary, and Ottawa offices

January 1990 to May 2000

SYSTEMS MANAGER, COMMERCIAL LINES

Advanced through a series of promotions from systems engineer and commercial underwriter to functional manager in marketing and information technology reporting to divisional VP. Coordinated all aspects of technology/management, staff development and chargeback allocation for the division with responsibility for 14 staff. Specific accomplishments include:

- Architected a Web-based, simplified commercial property casualty insurance product designed to reduce the time it takes to quote new business and increase profitability.
- Coordinated IT development efforts including user testing, deployment, claims interface, IBC reporting and process re-engineering for a COBOL-based policy and claims management system.
- Successfully altered the initial commercial release of the NEW policy and claims management system to focus on mid-market commercial to achieve the largest impact in the shortest time frame.
- Increased the productivity of Individually Rated Commercial Auto by devising an approach to introduce the functionality several years ahead of schedule.
- Responsible for the operations and profitability of an underwriting call centre and oversaw the national centralization of the facility.

Earlier experience includes:

OFFICE AUTOMATION ANALYST – Triathlon Leasing, Midland Bank/HSBC Canada

SERVICE MANAGER - The Answer Computer Centre, Batteries Included

Additional Experience includes:

Facilitator - PMP for PMI – SOC at University of Toronto; Board Member - Captiva (www.captiva.vg)

EDUCATION & PROFESSIONAL DEVELOPMENT

ELECTRONICS ENGINEERING TECHNICIAN Diploma

Radio College of Canada, Toronto, Ontario

Project Management Professional (PMP)

Canadian Risk Manager (CRM)

Chartered Insurance Professional (CIP)

Canadian Securities Course (CSC)

Certified Electronics Technician (CET)

VOLUNTEER EXPERIENCE

Organizer Beaches Terry Fox Run... Big Brothers of Metro Toronto (Ret.) ... P.E.I. Provincial Chairperson Terry Fox Run, 2003 ... Minor Hockey/Baseball Coach ...