

CONSULTANT NAME: MARIE TREMBLAY
LANGUAGE: ENGLISH / FRENCH
SECURITY: SECRET & TOP SECRET

PROFESSIONAL PROFILE

Ms. Tremblay is a successful Bilingual Consultant with over 25 years training experience in the public and private sector including 20 years' experience in the IT industry. Ms. Tremblay's skills range from delivering instructor-led classroom training, writing and translating end-user's training material (including e-learning packages), running her own travel business and managing a team for a government agency. Ms. Tremblay has made numerous presentations to a variety of audiences including being a guest speaker at training seminars across Canada, leading focus meetings and hosting information segments on the radio. She has led many live or video-conferencing user awareness sessions to promote better acceptance of forthcoming changes in different projects.

Ms. Tremblay is well known for her diligent analytical and organizational skills. She has a varied background dealing effectively with clients including courseware development, conducting train-the-trainer sessions, team building, customer service and utilizing effective presentation skills. Ms. Tremblay has a broad range of technical and instructional bilingual writing experience. Ms. Tremblay has also delivered classroom and one-on-one training to adults in the use of many software packages including:

- Adobe Captivate 5.0 (e-Learning solution)
- Axios Assyst 9.0 / EITSM (Enterprise Information Technology Service Management implemented at National Defense)
- Remedy ITSP & ITSM (Operation Management Service Desk Application implemented at Department of Foreign Affairs and International Trades, Canadian International Development Agency, Department of Justice, CGI Ottawa, Halifax and Regina etc...)
- LiveLink (OpenText) 9.7.1 (OpenText) - RM Admin Tool/LiveLink (OpenText) Content Server
- SharePoint 2007 (Microsoft)
- RDIMS / DOCS Open / (OPENTEXT) DM5/DOCS RM (Hummingbird Records, Documents, Information, Management System) implemented at the National Defense, Privy Council, Transport Canada, Treasury Board , Indian Northern Affairs, Agriculture Canada, etc...)
- WebCIMS (Correspondence Tracking)
- CCM Mercury
- PeopleSoft / HRMIS / Enterprise (V 8.0) (Human Resource Management application deployed at the RCMP and the National Defense)
- REVISE (an Elector's management software package for Elections Canada)
- CFRS (Canadian Firearms Registration System/Siebel 7.0 application for the Department of Justice)
- NCMS (National Case Management System for Citizenship and Immigration Canada)
- PMOSS: a Retail Postal Outlet System for Canada Post

Ms. Tremblay has translated and edited many documents. She is a freelance translator and has been a member of www.translatorbase.com since 2007. See clients' feedbacks at http://www.translatorbase.com/view_resume.aspx?tab=2&nav=search&p=&user_id=174021

Ms. Tremblay's areas of expertise are:

- Technical Writer / Courseware Development; (TCS3: online Help/ROBOHELP + eLearning/ADOBE CAPTIVATE 5.0)
- Business Analyst
- End-user Training Specialist
- Training Needs Analysis
- Testing
- Effective Client Communication

- Functional Analyst / Team Leader / Testing
- Revision and translation of documentation from English to French
- SharePoint 2007 (Microsoft)
- LiveLink (OpenText) 9.7.1 (OpenText) - RM Admin Tool/LiveLink (OpenText) Content Server
- OpenText - (OPENTEXT) DM5 (Records, Document and Information Management Systems (RDIMS, DocsUnplugged (Attaché), CyberDocs (DM WebTop) / (OPENTEXT) DM5 / DOCS RM – Record Management Admin Tool, Library Maintenance)
- Electors List Management System (REVISE Java-Web application)
- National Case Management System (NCMS/ Siebel/Web application)
- Human Resources Management Systems (PeopleSoft 8.0)
- Axios Assyst (v. 9.0 & 10) (EITSM – Enterprise Information Technology Service Management)
- Remedy ITSP & ITSM (IT Service Management Foundation) (version 6.03& 7.0)
- Canadian Firearms Registration System (Siebel 7.0/ Web application)
- RSA enVision (Attended a 5 days course on Security Information and Event Management platform) <http://www.rsa.com/experience/envision/3n1/> (August 2011)
- CISSP (Attended a 5 days course on <<Certified Information Systems Security Professional>>) – revamped CISSP training material (November 2011 to January 2012)
- RSA eGRC (Governance, Risk, Compliance) Archer Platform – (attended a 4 days course on System Administration. Intent is to eventually deliver this training material) (March 2012) <http://www.rsa.com/experience/archer/egrcPlatform.html>

Ms. Tremblay has written training documentation (end-user guides, quick reference cards, online help, eLearning / CBT (Computer Base Training), delivered classroom and one-on-one training to adults in the use of many software packages including:

- Axios assist (v. 9 & 10) ITSM (Information Technology Service Management) (DND)\
- IPPRS – Integrated Planning and Performance Reporting System - GX LEAF performance management system (Health Canada)
- Remedy ITSP & ITSM (Operation Management Service Desk Application implemented at Department of Foreign Affairs and International Trades, Canadian International Development Agency, Department of Justice, CGI Ottawa, Halifax and Regina etc...)
- LiveLink (OpenText) 9.7.1 (OpenText) - RM Admin Tool/LiveLink (OpenText) Content Server
- SharePoint 2007 (Microsoft)
- RDIMS / DOCS Open / (OPENTEXT) DM5/DOCS RM (Hummingbird Records, Documents, Information, Management System) implemented at the National Defense, Privy Council, Transport Canada, Treasury Board , Indian Northern Affairs, Agriculture Canada, etc...)
- WebCIMS (Correspondence Tracking)
- CCM Mercury
- PeopleSoft / HRMIS / Enterprise (V 8.0) (Human Resource Management application deployed at the RCMP and the National Defense)
- REVISE (an Elector's management software package for Elections Canada)
- CFRS (Canadian Firearms Registration System/Siebel 7.0 Case Management application, Department of Justice)
- NCMS (National Case Management System for Citizenship and Immigration Canada)
- PMOSS: a Retail Postal Outlet System for Canada Post

Government of Canada Security Clearance

- Top Secret (expires 2017-08-09)
- Secret (expires 2021-08-17)

PROFESSIONAL EXPERIENCE

Project 20 – National Defense

EITSM – Enterprise Information Technology Service Management (Axios Assyst 9.0)

Bilingual Instructor / Courseware Developer / Technical Writer / Translator / Tester

February 2012 – Present (12 months)

The Enterprise IT Service Management (EITSM) Program is mandated to develop and establish an IM/IT service management capability to standardize processes and tools, and to strengthen accountability through well-defined roles and responsibilities.

The EITSM project involves deployment of a nation-wide software toolset (Axios Assyst 9.0 <http://www.axiossystems.com/en/solutions/discovery.html>), and therefore the training sub-project is responsible for production of training materials and organization of training initiatives for both project personnel and product clients/end-users for Web (Support Desk Users) and Self-Service Portal (clients).

During this project Ms. Tremblay had the following duties and accomplishments:

- Designed and developed 17 e-learning courses and computer simulations with Adobe Captivate 5.0 (Computers simulations included hands-on for participants – Quiz). Simulations used to introduce new system enhancements / features to avoid re-training users that have already received classroom training. Specific DND Organizations have also requested for e-learning to be their primary methodology of training for their implementation.
- Recorded voiceovers (in English and French) for a majority of the 17 eLearning modules.
- Translated and integrated the eLearning captions for 3 CBT modules.
- Developed RoboHelp content (HTML online Help) using the Incident Management, Service Request Management and Configuration Management MS Word end-user guides for easier access to training documentation.
- Created Axios Assyst v. 9 & 10 - EITSM Training Plans / Learning Requirements for Site Experts and Users (Introduction to EITSM, Incident Management, Service Request, Change Request, Configuration Management, Dashboards/reports)
- Developed and maintained application training documents for Site Experts (5 days course, service desk agents (1 day course) as well as Business Owners (.5 day course)
- Determined training and/or learning programs / course outline for Axios Assyst End-Users, Site Experts, Managers and Service Providers
- Provided computer application support as it relates to providing training expertise, support and coaching
- Developed training and/or learning plans and schedules
- Translate Contextual Help Files + Adobe Captivate files
- Edit and translate communiqués for Project Team as well as training material
- Tested online training (Adobe Captivate 5) files
- Coached / Trained SharePoint Document Manager Administrator with Access Control within SharePoint
- Provided computer support to new users (recently trained) as well as one-on-one coaching
- Maintained and reviewed application training documentation published in SharePoint + created with Adobe Technical Communications Suite (TCS3) for version 9
- Designed and developed e-learning training packages for Axios Assyst version 10 (TCS3 – Training Communication Suite – RoboHelp, AdobeCaptivate, RoboSource)
- Created and reviewed MS PowerPoint presentations to be used during information sessions prior to the implementation of EITSM with management groups as well as End-User & Site Experts training sessions
- Used MS Visio 2000 to develop workflows of business process with different types of documents used within the EITSM solution for Service Request processes (Tasks & Decisions)
- Provided expertise and direction on training development for the Axios Assyst enterprise level management system/ application tool

- Used MS Excel 2000 & 2007 to develop training tracking sheet to be used as reports with management to capture how many people have been trained and remained to be trained, etc. as well as capturing my daily activities
- Used MS Outlook 2000 to manage scheduling, appointments and correspondence
- Wrote, reviewed and translated desktop procedures to help all EITSM users with the installation of the application
- Delivered instructor-led classroom training on the following:
 - Introduction to Axios Assyst 9.0 (EITSM), Incident Management, Service Request Management, Change Management & Configuration Management modules to Site Experts for BORDEN, CFNOC, DADS and DIMEUS
- Coached (one-on-one training) / Supported Assyst Users upon implementation of solution in Borden (on-the-job training) (2 weeks)
- Created weekly status reports for Project Team
- Attended weekly training team meetings

Environment: Axios Assyst 9.0, Adobe Captivate, Adobe Writer, SnagIt 8.0, Windows Operating System, MS Office Suite 2000 & 2007 (Word, Excel, PowerPoint, Visio, Publisher, Outlook), Oracle DB

Project 19 – Education First Tours (EF Tours), Tours Chanteclerc, Misa Tours, Nouvelles Frontières, Air Transat, Johnview Canada, Club Voyages Sélect Québec, Club Voyages Super Soleil

Tour Designer – Tour Coordinator - Bilingual Tour Director (TD)

1. **June 2012 to September 2012 (total tour/days duration = 2 months)**
2. **April 2011 to October 2011 (total tour/days duration = 4 months)**
3. **January 1987 to present (family tour business)step-on Tour Guide + Tour Escort + Tour Designer = part time – total appreciatively 15 years)**

Air Transat / Tours Chanteclerc, EF (Education First) Tours & Nouvelles Frontières are all Travel Canadian Service Providers for travellers from around the world coming to visit Canada. They select their Tour Directors/Guides to lead groups of visitors through points of interest in a particular location. They provided in-depth knowledge about destinations frequented by adult tourists, vacationers and students visiting Canada.

Ms. Tremblay organized and led more than 200 trips for seniors in Canada, the USA, and Europe, administering a budget of over one million dollars per year. She also acted as a tour guide in most Canadian Provinces, US and some European Countries. Group tours varied between 2 to 59 clients and 1 to 25 days in duration. Ms. Tremblay's evaluations have always been excellent and clients do request for her services from one year to the next. Over the last years Ms. Tremblay has led multiple tours in the Canadian Rockies that included days on the Rocky Mountaineer Train. Ms. Tremblay says with pride that she has been a Tour Guide for over 45 years despite her age. You have to meet her to understand the hint on that trivia?

During this project Ms. Tremblay had the following duties and accomplishments:

- Designed a software package to manage the travel DB (HR, finance, schedule, service providers, etc) (Access DB)
- Prepared audio-visual aids (CD & DVDs) for travellers
- Responsible of all aspects of managing a business including:
 - Managing procurement logistics
 - Contract management
 - Vendors management
 - Managing budget and staff
 - Preparing publications material
 - Developing and monitoring schedules for special events
- Hosted a regular radio segment on travel

- Specialized in tours of over 10 days with same group of travelers in the Atlantic, Eastern and Western Region of Canada
- Introduced different First Nations communities such as Huron, Saugeen, Haida, Mohawk and Algonquin to European travelers
- Wrote scripts for radio advertising
- Prepared design for newspaper advertisement
- Designed travel pamphlets
- Prepared travel itinerary for tour groups
- Performed quality control on advertised venues to ensure accuracy for tour groups
- Coordinated the printing and distribution of over 5000 travel programs quarterly
- Researched the different venues visited by tour groups to ensure the historical and statistical accuracy of answers provided to tourists visiting Canada from Europe and elsewhere. Specialized as a tour guide mostly in the Canadian Rockies (including the Rocky Mountaineer Train) as well as eastern Canada, New-York, Boston, Atlantic City, San Francisco, etc.
- Responsible for all aspects of tour security
- Supervised and coached a team of 5 Tour Directors
- Handle various problems and emergencies related to tour members and tour conditions
- Communicated with tour suppliers and company office personnel
- Communicated any discrepancies in contracted services to controlling office immediately
- Traveled for long periods of time away from home
- Read, researched and write tour commentary
- Read and followed maps to communicate clear and concise directions to the driver
- Assisted tour members in case of emergency
- Possess a caring, open, understanding and respectful personality and attitude

Environment: Google Map, iPad, Access, Word, Excel, PowerPoint, DVD creator

Project 18 – Health Canada

IPPRS – Integrated Planning and Performance Reporting System

Bilingual Courseware Developer / Technical Writer / Trainer / Translator / Tester

October 2011 – February 2012 (5 months)

The Integrated Planning and Performance Reporting System (IPPRS) is an ORACLE web-based application to meet Departmental/Branch planning, performance and reporting needs, providing a link between financial and non-financial information. IPPRS is a database that holds details of all work plans (projects); that links work plans to Branch and Departmental strategies and priorities; and, that links work plans to financial and non-financial performance indicators".

This BI (Business Intelligence) solution is an Oracle database designed by GX Leaf (GX LEAF performance management system - <http://gx.ca/corporate.html>). GX LEAF is a universal performance management tool that allows constructing frameworks, easily managing them online and creating reports. GX LEAF is an ideal solution for your management accountability framework (MAF) implementation.

During this project Ms. Tremblay had the following duties and accomplishments:

- Developed and maintained application training documents
- Provided expertise and direction on training development for an enterprise level management system or application tool such as:
 - IPPRS Training / Learning Requirements
 - IPPRS training and/or learning strategies
 - Quick Reference Guides with Adobe Writer for Users of all Levels (Branch, Directorates, Regions, Cost Centers, Divisions and Bureaus) to be used by different Branches within Health Canada across Canada
- Tested IPPRS solution while writing training material
- Delivered multiple instructor-led classroom training to Directorates and Bureaus Users

- Determined evaluation requirements and/or strategies for classroom training sessions.
- Manage User Access to PROD and Training Environments for Security Controlled Data Entry Screens
- Provided computer application support as it relates to providing training expertise, support and coaching
- Provided computer application support to new users as well as one-on-one coaching sessions on the IPPRS solution
- Set User Security Access to trainee prior to training sessions to ensure that users were seeing relevant information according to their roles within their organization
- Administer/download most recent documents in both Production and Training Environment.
- Designed and developed e-learning courses and computer simulations, story board / table of contents used for the generic online IPPRS User Guide as each Branch "need to know" (MS Word & IPPRS online Help files format) – e-Learning
- Used File Transfer Protocol (FTP) to transfer training documentation to the IPPRS web site
- Reviewed and translated training material as well as solution fields
- Liaised with user and development team with user requirements
- Used Color Picker Tools to coordinate the preparation of illustrations and diagrams to be used in training documentation. Used specific color codes to respect Health Canada logos and standards. Developed screen captures that were hiding real metadata within training material for legal reasons
- Developed training user guides and delivered training on the following topics:
 - Directorates Key Priorities
 - Directorates Risk Register
 - Horizontal Human Resources Impacts
 - Directorates and Bureaus Work Plans (Projects Planning) Management:
 - Tombstone Data
 - Coding & Linkages
 - Financials (Salaries, Assets Mgt, Grants & Contributions, Travel, Acquired Services, etc..)
 - Deliverables
 - Map Related Work Plans
 - Identify IM/IT Requirements
 - Human Resource Management Impacts (Issues / Actions)

**Project 17: Canadian International Development Agency
Remedy ITSM – Information Management & Technology Branch
Bilingual Technical Writer / Courseware Developer / Coach
March 2011 – May 2011 (3 months)**

REMEDY ITSM is the Service Management tool used by the Information Management Technology Branch at CIDA. This group is undergoing a service delivery restructuring as they will be self-managed (no Intermediate Service Provider). CIDA's BTSOs (Business Tools & Systems Officers) need to be provided with information from past Support Groups. Transfer Knowledge documents therefore need to be available for the IT Service Desk / Support Staff. These documents include information on Incident Management, Configuration Management, Service Level Agreement (SLA), Problem Management and Network Operations.

In the role of a Bilingual Technical Writer & Courseware Developer, Ms. Tremblay was assigned with creating templates for Knowledge Transfer Sign-Off documents for the Service transition.

During this project Ms. Tremblay had the following duties and accomplishments:

- Developed and maintained application training documents
- Create and update Incident Management User Guides & Quick Reference Cards for all level of users (End-user – self-service, Service Desk Agents and Managers)

- Provided expertise and direction on training development for an enterprise level management system (Remedy ITSM)
- Updated and standardized documents and information relating to Remedy ITSM such as:
 - Web IM/IT Daily Status Report (HTML format – Entre Nous: Intranet)
 - Web Emergency Report (HTML format – Entre Nous: Intranet)
 - Incident Management Notification & Resolution templates
 - Problem Management Report template to be used by Service Desk Managers
 - Configuration Management Transfer Knowledge Sign-Off template
 - CGI Acceptance Transfer Knowledge Sign-Off template
 - Service Desk Support Guide for Transfer Knowledge
 - Review French-English for Remedy Service Requests – Menu items, template names, template descriptions, etc
 - Designed and developed e-learning computer simulations, Create an HTML / Web template for an End-User Service Catalogue describing services, users, timeframe, instructions, etc (e-learning content)
 - Translate the HTML / Web End-User Service Catalogue template from English to French
 - Create a “How To” template to help Officers document instructions for installing and / or using applications
 - Create a Frequently Asked Questions (FAQ) template for Business Analyst, Support Staff and other Group Members
 - Provided computer application support as it relates to providing training expertise, support and coaching
 - Provided computer application support and one-on-one coaching to internal project team members

Environment: Remedy ITSM 7.5, Windows and Unix Operating Systems, IM/IT Information System EDRMS (Electronic Document Record Management System), MS Office Suite, SnagIt 9.0, Lotus Notes

**Project 16: National Defence and Coradix Technologies Inc.
RDIMS & (OPENTEXT) DM5 / DOCS RM - RM Admin Tool/LiveLink (OpenText) Content Server Solution
Courseware Developer + eLearning / Trainer / Translator / Tester
December 2008 – September 2010 (22 months)**

RDIMS is a Canadian Federal Government shared system initiative. The RDIMS & (OPENTEXT) DM5 / DOCS RM - RM Admin Tool/LiveLink (OpenText) Content Server solutions enable Federal Government departments to enhance program delivery and improve upon the operational efficiency of records and document management processes. Ms. Tremblay is part of the team responsible to provide installation, customization, maintenance support services, and training for RDIMS implementations.

Ms. Tremblay participated in the development (configuration) and implementation of RDIMS and SharePoint 2007 with the following National Defence Organizations: CANADA COMMANDS, CANOSCOM, CEFCOM, CFSU O DET CR, ADM (IM), ADM (MAT) and ADM (PA).

In the role of trainer, coach and technical writer Ms. Tremblay provided end-user support services by delivering customized (OPENTEXT) DM5_RDIMS, LiveLink (OpenText) 9.7.1, SharePoint 2007 and RM Admin Tool training both in a classroom setting and on-the-job to different level of employees including high ranking Officers in the Military.

The ADM (Public Affairs) IM project / initiative involved assessing readiness, business process, planning for and executing the implementation of SharePoint (MOSS 2007) for 300 direct and 4,000 indirect users within ADM (PA) at DND. Driven by demand for a collaborative portal

connected to a LiveLink (OpenText) Records Management application, Marie was part of the team that successfully conducted a Proof of Concept, Pilot and full implementation of SharePoint. DND now has more than 7,500 users of SharePoint.

During this project Ms. Tremblay had the following duties and accomplishments:

- Provided computer application support as it relates to providing training expertise, support and coaching
- Developed and maintained RDIMS & (OPENTEXT) DM5 / DOCS RM - RM Admin application training documents
- Determined RDIMS and SharePoint Training / Learning Requirements
- Determined RDIMS and SharePoint training and/or learning strategies
- Determined training and/or learning programs
- Developed training and/or learning plans and schedules
- Determined evaluation requirements and/or strategies for PMs(Project Managers)
- Developed learning and professional development frameworks
- Delivered instructor-led classroom and on-the-job training to End Users, Super Users, Information Administrators (Records Managers) and Senior Managers on RDIMS 5.2, SharePoint 2007, OpenText Record Management Admin Tool (Creating and Maintaining a File Plan + Disposal Processing)
- Shared existing RDIMS Adobe Captivate 4.0 files with the CEFCOM group to be utilized for their online training initiative
- Tested online training (Adobe Captivate) files
- Designed and developed e-learning courses and computer simulations with Adobe Captivate 5 to introduce the new document management tool (SharePoint).
- Created, maintained and reviewed training documentation in support of RDIMS standardization, RM Admin Tool/LiveLink (OpenText) Content Server & SharePoint Initiative for the National Defence
- Used MS Word to design End-User Guides, Quick Reference Cards, Tips and Tricks News Letters and to create final camera-ready copy of laminated Quick Reference Cards to be published and distributed to RDIMS users across Canada
- Created and reviewed MS PowerPoint presentations to be used at the beginning of training sessions as well as delivering the presentations during information sessions prior to the implementation of RDIMS with management groups
- Used MS Visio 2000 to develop workflows of business process with different types of documents used within the MS SharePoint solution for DND Public Affairs Group
- Used MS Excel 2000 & 2007 to develop training tracking sheet to be used as reports with management to capture how many people had been trained and remained to be trained, etc. as well as capturing my daily activities
- Used MS Publisher 2000 to design Quick Reference Cards. Also used MS Outlook 2000 to manage scheduling, appointments and correspondence
- Prepared briefing notes for management project teams to describe what should be included in their Standard Operating Procedures (SOP) prior to an RDIMS implementation
- Wrote, reviewed and translated desk top procedures to help all DND RDIMS users with the installation of the application
- Composed, translated and sent informational e-mails to users regarding training scheduling, tips and tricks as well as online help for RDIMS and MS SharePoint
- Participated in developing the edition for the RDIMS quarterly Newsletter
- Ensured that updated End-User Guides, Tips and Tricks and Quick Reference Cards were downloaded/published to DND's web site
- Reviewed documentation standards and existing project documentation, including:
 - Reviewed Standard Operating Procedures with stakeholders for the RDIMS CANOSCOM (Canadian Operational Support Command) Project
 - Reviewed Standard Operating Procedures with stakeholders for the RDIMS CEFCOM (Canadian Expeditionary Force Command) Project

- Determined and planned documentation requirements by gathering information from developers and engineers on the RDIMS Standardization changes to ensure that they would be included in the end-user guides. I.e.: new Profile forms, description of new fields, etc.
- Created a table of content for End User guide after meeting with Project team for the new features added to the RDIMS application or for new projects such as MS SharePoint
- Met with “Super Users” at CEFCOM (Canadian Expeditionary Force Command) on a regular basis to assess the audience and any issues encountered during one-on-one coaching session to ensure that training material included accurate statement of purpose and scope
- Created Quick Reference Cards and different training material (coaching check-list) for high ranked officers as their training sessions were abbreviated due to time restrictions
- Edited, standardized and clarified documentation for the following, as required in support of the project:
 - Functional Specifications - Met with CANOSCOM and CEFCOM Project Coordinators on a regular basis to review the functional specifications that were requested in order for them to tackle all of their document management issues and to ensure that those specifications would be incorporated within the end-user guide. The quick reference card for CEFCOM included functional specifications such as correspondence tracking within RDIMS
 - Training - Met on numerous occasions with RDIMS developer to ensure that all new functional specifications features were included in the training material and/or mentioned during training sessions
 - Testing - Tested new features within a training database for RDIMS and MS SharePoint prior to delivering training sessions
 - Project Closeout - Created documents listing lessons learned as part of a project closeout for the RDIMS implementations at CANOSCOM (Canadian Operational Support Command) and CEFCOM (Canadian Expeditionary Force Command)
- Used MSPaint, FireFox Color Picker Tool (color codes). SnagIt 8.0 and SnagIt Studio to prepare and coordinate the preparation of illustrations and diagrams to be used in training documentation. Used specific color codes to respect DND logos and standards. Developed screen captures that were hiding real metadata within training material for legal reasons. For example: if screen capture included the name of a user within a field: it was important to hide this one but keep the background image
- Investigated the accuracy of the information collected by using MS SharePoint which verified the accuracy of the information collected prior to including those links within the training material
- Created an end-user guide for an application (MS SharePoint) that had never been used at DND; therefore had to test the accuracy of the information within the user guide
- Integrated the following File Structure Information to the RM Admin Tool training program offered to Information Administrator at DND:
 - The structure and components of the File Plan, the methods to create the file structure, and the actions that define how these components manage the files included the following:
 - Inheritance
 - Create a Prefix (Keyword)
 - Limit File Plan Access via the Security function
 - Create Primary and Secondary Terms
 - Create Files and File Parts (Volumes) for both subject and case files
 - Understand the File Series, Events and Actions (Cutoff/ Rollover and Disposal)
 - Understand and apply the Disposal Authority
 - Apply File Locations
 - Run Disposal Process
 - Generate Excel Reports with different levels of File Plan
- Completed translation (English to French) and editing of training material such as OpenText (RDIMS and RM Admin Tool) Content Server End User Guides, Quick Reference Cards, Tips and Tricks, etc.

- Reviewed RDIMS Business Requirements / Rules (SOP – Standing Operating Procedures) with CANOSCOM, CEFCOM and Canada Commands
- Ensured that the Business Requirements / Rules were conveyed to the stakeholders during classroom training sessions but mostly explained to VIPs during one-on-one sessions. For example: Establish a Naming Convention, Email Management (who saves what and when), Versions Management (who creates what and when), Records Management (what is a Final versus a Transitory Records)
- Worked directly with developers, system analysts and/or business analysts to gather information to be used in training material such as OpenText Document Management and File Classification structure
- Reviewed documentation and standards of existing project documentation such as assessing the technical specification provided by the Developers' Group pertaining to the Configuration Changes related to the Standardization of RDIMS in all of DND's Libraries to ensure the inclusion of those changes to the User Guide & Quick Reference Cards Documents for different organizations using different libraries such as COMMANDS, TUNNEYS, LSTL, MARPAC etc. but mostly to create one GENERIC user guide instead of one for each library. This user guide was published on the DND web site as THE RDIMS user guide in August 2010
- Met on regular basis with Project Team to review the Release Notes (including technical specifications) from OpenText (Vendor) for DM 5.2 to prepare for the transition from one version to the next with clients. Ensure that upcoming changes were included in training documentation
- Provided helpdesk assistance for End Users
- Conducted qualitative and quantitative analysis with client
- Developed LiveLink (OpenText) 9.7.1 End-User Guide for Coradix Technologies Inc.
- Delivered introduction to LiveLink (OpenText) 9.7.1 presentation to 50 colleague consultants
- Developed SharePoint 2007 User and Super-User guides for DND ADM(Public Affairs)
- Provided advise to Management (such as General, Commander, Admiral, etc.) regarding Information Management, business rules, standard operating procedures
- Participated in the Pilot project & delivered SharePoint training to End-Users to the ADM Public Affairs DND division from across Canada
- Managed permissions / security for users in the training environment through RDIMS Admin Tools
- Prepared and updated all training material to meet the Government of Canada CLF (Common Look and Feel) standards were respected

Environment: Adobe Captivate, Adobe Writer, SnagIt 8.0, Windows Operating System, MS Office Suite 2000 & 2007 (Word, Excel, PowerPoint, Visio, Publisher, Outlook), Support Magic, CCM Mercury (Correspondence Tracking), RDIMS Admin Tools, Records Management Admin Tools, LiveLink (OpenText) 9.7.1

**Project 15: Privy Council Office (PCO)
Hummingbird (OPENTEXT) DM5 (RDIMS), WebCims (Correspondence tracking)
Bilingual Courseware Developer & eLearning Development / Trainer / Help Desk Support
May 2008 – November 2008 (7 months)**

RDIMS is a Canadian Federal Government shared system initiative. The RDIMS & DM5 / DOCS RM - RM Admin Tool/Livelink Content Server solutions enable Federal Government departments to enhance program delivery and improve upon the operational efficiency of records and document management processes. Ms. Tremblay was part of the team responsible to provide installation, customization (development), maintenance support services, testing, business analyses and training for RDIMS implementations within organizations such as PCO Afghanistan Task Force, PCO Finance & PCO Human Resources.

In the role of technical writer, Ms. Tremblay created online help files as well as e-learning. Ms. Tremblay also provided end-user support services and delivered instructor-led classroom training on (OPENTEXT) DM5_RDIMS (InfoXpress), Documentum (Records Management) and WebCIMS (Correspondence Tracking). She developed training materials and training both in a classroom setting and on-the-job for different level of employees at Privy Council Office including Assistant Deputy Ministers.

During this project Ms. Tremblay had the following duties and accomplishments:

- Provided computer application support as it relates to providing training expertise, support and coaching
- Determine RDIMS and WebCims Training / Learning Requirements.
- Determined RDIMS and WebCIMS training and/or learning strategies.
- Developed and maintained application training documents
- Determined training and/or learning programs.
- Developed training and/or learning plans and schedules.
- Used MS Word to design End-User Guides, Quick Reference Cards, Tips and Tricks News Letters.
- Created final camera-ready copy of laminated Quick Reference Cards to be distributed to RDIMS users at PCO; Used MS Word to create templates/ drafts to be used within the online documentation – CBT (Computer Base Training) designed through Adobe Captivate
- Provided expertise and direction on training development for an enterprise level management system or application tool such as:
 - Determined evaluation requirements and/or strategies for PMs(Project Managers)
 - Developed learning and professional development frameworks
 - Designed and developed bilingual e-learning courses and computer simulations with Adobe Captivate 4.0 to be used as secondary learning methodology for users that could not attend the classroom training or preferred that learning process
 - Published e-Learning package (PCO Intranet) using File Transfer Protocol (FTP)
 - Trained Team Support Group on “How to ” edit_update online training content written with Adobe Captivate
 - Created and reviewed MS PowerPoint 2000 & 2007 presentations to be used at the beginning of training sessions as well as information sessions prior to the implementation of RDIMS with management groups
 - Used MS Visio 2000 to illustrate the documentation management workflows used for different groups at PCO
 - Used MS Excel 2000 & 2007 to develop training tracking sheet to be used as reports with management to capture how many people had been trained and remained to be trained, etc. as well as capturing daily activities. Used MS Publisher 2000 to design Quick Reference Cards. Also used MS Outlook 2000 to manage scheduling, appointments and correspondence
- Wrote and edited content for the following, as required in support of the project:
 - Prepared briefing notes for management project teams to describe what should be included in their Standard Operating Procedures (SOP) prior to an RDIMS implementation
 - Wrote, reviewed and translated desk top procedures to help all PCO RDIMS users with the installation of the application
 - Composed, translated and sent informational e-mails to users regarding training scheduling, tips and tricks as well as online help for RDIMS
 - Created and reviewed MS PowerPoint 2000 & 2007 presentations to be used at the beginning of training sessions as well as delivering the presentations during information sessions prior to the implementation of RDIMS with management groups
 - Participated in the edition for the RDIMS monthly Newsletter
 - Ensure that CBT (Computer Based Training) information was updated on a regular basis on PCO’s web site
- Reviewed Standard Operating Procedures document with stakeholders for the Afghanistan Task Force Group at PCO

- Met on a regular basis with PCO Finance Group to review their RDIMS Standard Operating Procedures and business process towards documents and correspondence management
- Determined and planned documentation requirements by gathering information, business requirements from the PCO Financial and Afghanistan Task Force Group prior to creating their training documentation material
- Met with Super Users of PCO Afghanistan Task Force Group as well as the Finance PCO Group to assess the audience for documents/manuals on a regular basis for issues encountered during classroom training (end-user training) and one-on-one coaching sessions (Assistant Deputy Minister) to ensure that training material included accurate statement of purpose and scope
- Created Quick Reference Cards and different training material (coaching check-list) for high ranked staff as their training sessions were abbreviated due to time restrictions
- Edited, standardized and clarified documentation for the following, as required in support of the project:
 - Functional Specifications – Met with Project Coordinators on a regular basis to review the functional specifications that were requested in order for them to tackle all of their document management issues and to ensure that those specifications would be incorporated within the end-user guide
 - Training – Met on numerous occasions with RDIMS developer to ensure that all new functional specifications features were included in the training material and/or mentioned during training sessions
 - Testing – Followed a test script to test new features prior to releasing RDIMS new version to current users
 - Project Closeout – Created documents listing lessons learned as part of a project closeout for PCO Document Management Director as well as attending weekly status meetings to discuss any issues
- Used MSPaint, FireFox Color Picker Tool (color codes). SnagIt 8.0 and SnagIt Studio to prepare and develop illustrations and diagrams to be used in training documentation such as end-user guides, quick reference cards and CBT (Computer Based Training) packages. Used specific color codes to respect PCO logos and standards. Developed screen captures that were hiding real metadata within training material for legal reasons. For example: if screen capture included the name of a user within a field: it was important to hide this one but keep the background image
- Found training material for RDIMS on the Internet; verified the accuracy of the information collected prior to including those links within the training material
- Used OpenText (RDIMS service provider) documentation to verify/test the accuracy of the information to be included in training material for the new features of the next generation
- Participated in the development of the transition plan and conducted user's awareness sessions for a better understanding and acceptances of the forthcoming changes
- Worked directly with developers, system analysts and/or business analysts to gather information to be used in training material
- (OPENTEXT) DM5 (Hummingbird) testing and integration of various applications in (OPENTEXT) DM5 to ensure all functionalities are compliant to the client's business requirements
- Updated End-user documentation material (including e-Learning package) for (OPENTEXT) DM5 to reflect current (OPENTEXT) DM5 version and incorporated (translated) these changes to the French material as well
- Review documentation standards and existing project documentation
- Helped in the preparation of test script for both DM and Records Management
- Tested RDIMS application including the Records Management Structure used at PCO
- Provided advise to Management (such as Directors + Assistant Deputy Minister) regarding Information Management, business rules, standard operating procedures
- Conducted qualitative and quantitative analysis with client
- Wrote Release Notes on upcoming upgrade / changes
- Reviewed and developed Business Rules (scanning images, correspondence tracking & records management);

- Ensured that Government of Canada CLF (Common Look and Feel) standards were respected for all training material
- Planned and scheduled training facilities, materials and equipment
- Created a quick reference card for Users to be utilized for the one-on-one training or coaching sessions with Senior Managers, Directors and ADM
- Conducted train-the-trainer sessions on (OPENTEXT) DM5 (Hummingbird)
- Conducted training sessions to groups of five (5) or more participants
- Investigated the accuracy of the information collected by making direct use of the material being documented
- Defined system improvement
- Communicated reviews and evaluations to clients
- Provided Tier1 and Tier 2 support for End Users (recording application/tool = Support Magic)
- Assisted the technical team in the production of clear, concise workshop and presentation material as required
- Reviewed and Updated WebCIMS (Correspondence Tracking) end-user guides
- Delivered WebCIMS (Correspondence Tracking – training

Environment: Windows and Unix Operating Systems, MS Office Suite, SnagIt, Visio, Adobe Captivate 4.0, Adobe Writer, Support Magic, RDIMS, WebCIMS (Correspondence Tracking), Documentum (Records Management)

**Project 14: Canadian International Development Agency and Department of Justice
Remedy ITSP & ITSM 7.1**

Bilingual Courseware Developer / Technical Writer / Trainer & Translator

June 2006 – May 2008 (24 months)

The CGI Operations Management Services (OMS) Service Desk serves multiple clients in various disciplines with unique support and communication requirements. The Service Desk develops, implements, and maintains high standards designed to maximize first contact resolution and increase customer satisfaction in a cost effective manner.

Ms. Tremblay joined the project as Technical Writer when the Service Desk was going through the transition (development and implementation) of Remedy ITSM (Service Management) to Remedy ITSP (Service Provider) for its clients; CIDA (Canadian International Development Agency) and DOJ (Department of Justice) in July 2006.

During this project Ms. Tremblay had the following duties and accomplishments:

- Provided bilingual training expertise, direction and coaching by delivering instructor-led classroom and virtual classroom course on Remedy ITSM to clients across Canada
- Designed and developed e-learning courses and computer simulations with Adobe Captivate 4.0 to be used as follow-up to classroom training.
- Provided computer application support as it relates to providing training expertise, support and coaching
- Determined Remedy Training / Learning Requirements for the following modules: Incident Management, Change Management, Service Level Agreement Management, Security Management and Configuration Management.
- Developed and maintained application training documents
- Provided expertise and direction on training development for an enterprise level management system (Remedy ITSM) with specific tasks such as:
 - Determined Remedy training and/or learning strategies.
 - Determined training and/or learning programs.
 - Developed training and/or learning plans and schedules.
 - Determined evaluation requirements and/or strategies for PMs(Project Managers)
 - Developed learning and professional development frameworks.

- Used MS Word to design End-User Guides, Quick Reference Cards and Tips and Tricks (Cheat Sheet) on Incident Management, Service Management, Service Level Agreement, Configuration Management and Change Management
- Published copies of laminated Quick Reference Cards to be distributed to Remedy Users at CIDA, DFAIT, DOJ and CGI
- Created and reviewed MS PowerPoint presentations to be used at the beginning of training sessions as well as information sessions prior to the implementation of Remedy with different clients
- Used MS Visio 2000 to illustrate the Incident Management workflow used at the Service Desk to comply to the SLA (Service Level Agreement)
- Used MS Excel 2000 & 2007 to develop training tracking sheet to be used as reports with management to capture how many people had been trained and remained to be trained, etc. as well as capturing daily activities
- Used MS Office Publisher to design Quick Reference Cards. Also used MS Outlook 2000 to manage scheduling, appointments and correspondence;
- Wrote and edited content for the following, as required in support of the project:
 - Prepared briefing notes for management project teams to describe what should be included in their Standard Operating Procedures (SOP) prior to a Remedy Project implementation
 - Wrote, reviewed and translated desk top procedures to help all Remedy users(Tier one help desk staff) with the installation of the application
 - Composed, translated and sent informational e-mails to users regarding training scheduling, tips and tricks as well as online help for Remedy
 - Created and reviewed MS PowerPoint 2000 & 2007 presentations to be used at the beginning of training sessions as well as delivering the presentations during information sessions prior to the implementation of Remedy ITSM & ITSP with management groups.
- Reviewed Standard Operating Procedures document with stakeholders for the CGI Service Desks in Halifax and Regina
- Met on a regular basis (via Internet – WebEx) with CGI Regina and Halifax to insure that existing project documentation (training material) was meeting their business requirements
- Determined and planned documentation requirements by gathering information, business requirements from the CGI Halifax, CGI Regina, DOJ, DFAIT and CIDA Help Desk staff prior to creating their training documentation material
- Met with Super Users of (Tier 1 and 2) at DOJ, CIDA, CGI Ottawa, CGI Halifax and CGI Regina on a regular basis for issues encountered during classroom training (end-user training) and one-on-one coaching sessions to ensure that training material included accurate statement of purpose and scope
- Created Quick Reference Cards and different training material (coaching check-list) for high ranked staff as their training sessions were abbreviated due to time restrictions
- Edited, standardized and clarified documentation for the following, as required in support of this project:
 - Functional Specifications – Met with Project Coordinators on a regular basis to review the functional specifications that were requested in order for them to tackle all of their document management issues and to ensure that those specifications would be incorporated within the end-user guide
 - Training – Met on numerous occasions with Remedy programmer/developer to ensure that all new functional specifications features were included in the training material and/or mentioned during training sessions
 - Testing – Followed a test script to test new features prior to releasing Remedy ITSP new version to current users. (old version was ITSM)
 - Project Closeout – Created documents listing lessons learned as part of project closeout (client: DOJ, DFAIT & CIDA) for CGI Ottawa OMS (Organization Management System) Director as well as attending weekly status meetings to discuss any issues

- Used MSPaint, FireFox Color Picker Tool (color codes). SnagIt 8.0 and SnagIt Studio to prepare and coordinate the preparation of illustrations and diagrams to be used in training documentation such as end-user guides and quick reference cards. Used specific color codes to respect client's logos and standards. Developed screen captures that were hiding real metadata within training material for legal reasons. For example: if screen capture included the name of a user within a field: it was important to hide this one but keep the background image
- Investigated the accuracy of the information collected by making direct use of the material being documented by completing the following tasks:
 - Found training material for Remedy on the Internet; verified the accuracy of the information collected prior to including those links within the training material
 - Used BCM (Remedy service provider) documentation to verify/test the accuracy of the information to be included in training material for the new features of the next generation
- Created End-user guides for Remedy ITSP, to reflect the Incident and Request Management Processes (different documentation for client, Web access and Customer Online) in both official languages
- Reviewed documentation standards and existing project documentation
- Participated in Status with Project Manager, system analysts and/or business analysts to establish what documentation needed to be provided to the internal (Support Desk) and external (CIDA, DOJ, ACDI, INFC, CGI Regina, CGI Halifax, etc...) clients
- Reviewed technical specifications documents with developers to ensure that business requirements such as Service Level Agreements were met
- Ensured that technical specifications were included in training documentation
- Conducted training sessions to groups of five (5) or more participants - over 20 sessions of classroom and Webex training to Internal (CGI) and External (CIDA, DOJ, INFC and DFAIT) Users of Remedy ITSP & ITSM on General Navigation within REMEDY, Incident Management, Templates Creation, Configuration Management, Change Management and SLA (Service Level Agreement)
- Provided end-user support, one-on-one training (coaching) to users at DOJ (post-implementation training) to ensure that Business Requirements (such as response time allowed for different types of Incidents) within the Service Level Agreements were not jeopardized by the lack of efficiency in entering pertinent data in a timely manner within the system
- Prepared course agendas and outlines
- Planned and scheduled training facilities, materials and equipment
- Created different scenarios to help users create templates to be used within the Incident Management module
- Ensured that Government of Canada CLF (Common Look and Feel) standards were respected for all training material
- Created Quick Reference Cards on Remedy ITSP for Tier 2 support teams at DOJ and CIDA in both official languages
- Conducted Quality Assurance review/edition of different material distributed to clients
- Conducted train-the-trainer sessions
- Prepared schedules for WebEx training sessions across Canada for DOJ
- Translated emails to be distributed to Internal and External Users re: upcoming changes and training
- Tested and reported any discrepancies of the application to the development team; and
- Reviewed Release Notes for upcoming changes to Remedy Application
- Created a user guide for to assist Help Desk users in understanding the Performance Measurement Systems provided by the Service Level Agreement Module in Remedy ITSM (Information Technology Service Management) tool. Met on a regular basis with the developer to discuss the different processes, products, and services standards (incident type, incident response time, resolution)

Environment: Remedy ITSM, Remedy ITSP, Windows and Unix Operating Systems, IM/IT Information System (Support Case Management), SQL Server databases, MS Office Suite, Photo Impact, SnagIt, Internal Translation Tool, Visio, SQLDeveloper/DBVisualiser, Translation tool

Project 13: Bell Canada

DynaDocs (Information & Service Management Tracking System)

Bilingual Courseware Developer / Technical Writer / Trainer & Translator

September 2005 – April 2006 (8 months)

CGI DynaDocs Global Solutions delivers custom e-Business solutions securely over the Internet. The high availability and high security solutions are clientless and managed end to end by the CGI DynaDocs team. Services provided include modules or integrated processing for on-line quotes and order tracking, real-time inventory tracking, trouble ticket tracking, file management and other on-line database-intensive business applications. All services include event monitoring against business rules to monitor service levels and alert or escalate potential issues pro-actively. Services provided are end to end, from the needs analysis through to custom process development and implementation, on-going operations, monitoring, and management, and include end of contract activities such as data archiving and system decommissioning.

Ms. Tremblay joined the Bell Canada DynaDocs project as a Technical Writer when DynaDocs was just starting to develop different applications to meet the needs of different Retail Enterprises to manage their telecommunications components.

During this project Ms. Tremblay had the following duties and accomplishments:

- Provided instructor-led classroom & virtual classroom course to different clients across Canada & USA (Enterprise rent-a-car, Loblaws, Pepsi, McDonalds & Bell Canada) on their IT Service Management tool.
- Provided computer application support as it relates to providing training expertise, support and coaching
- Developed and maintained application training documents
- Created DynaDOCS Training plans / Learning Requirements
- Determined DynaDOCS training and/or learning strategies
- Determined training and/or learning programs
- Developed training and/or learning plans and schedules
- Created evaluation requirements and/or strategies for PMs(Project Managers)
- Developed learning and professional development frameworks
- Participated in JAD (Joint Application Design) sessions with clients such as GWL (Georges Weston LTD), PWGSC, RCMP, DND, HRDC, TC, OTranspo, Pepsi Canada, Loblaws, McDonalds Canada, Enterprise Rent-a-Car to determine their business requirements for the DynaDocs application for their enterprise. For example; Service Level Agreements were very specific for response time to a problem between Bell and the client according to peak hours
- Used MS Word to design End-User Guides, Quick Reference Cards and Tips and Tricks. Created final camera-ready copy of laminated Quick Reference Cards to be distributed to Remedy Users at CIDA, DOJ and CGI
- Created and reviewed MS PowerPoint 2000 & 2007 presentations to be used during JAD (Joint Application Design) sessions with potential clients as well as at the beginning of training sessions prior to the implementation of DynaDOCS with different clients
- Provided on-site support and one-on-one coaching to new users
- Used MS Visio to illustrate the Incident Management workflow used at the Service Desk to comply to the SLA (Service Level Agreement) within the DynaDOCS solution for clients such as GWL (Georges Weston LTD), PWGSC, RCMP, DND, HRDC, TC, OTranspo, Pepsi Canada, Loblaws, McDonalds Canada, Enterprise Rent-a-Car. This documentation was presented to client during training sessions.

- Used MS Excel 2000 & 2007 to translate tooltips and fields description from English to French, capture business requirements, develop training tracking sheet to be used as reports with management to capture how many people had been trained and remained to be trained, etc. as well as capturing daily activities
- Provided expertise and direction on training development such as:
 - Designed and developed on-line help content as well as some e-learning Captivate video/demo contents for clients.
 - Used MS Publisher 2000 to design Quick Reference Cards. Also used MS Outlook 2000 to manage scheduling, appointments and correspondence
 - Wrote and edited the following content, as required in support of this project:
 - Reviewed briefing notes for management project teams to describe what should be included in their Standard Operating Procedures (SOP) prior to a DynaDOCS implementation with different clients such as Pepsi Canada, McDonalds Canada, Canadian Tire, Loblaws, OCTranspo etc.
 - Wrote, reviewed and translated desk top procedures to help all DynaDOCS users (Tier one help desk staff) with the installation of the application
 - Composed, translated and sent informational e-mails to users regarding training scheduling, tips and tricks as well as online help for DynaDOCS
 - Created and reviewed MS PowerPoint 2000 & 2007 presentations to be used during initial meeting with potential clients (sales), at the beginning of training sessions as well as delivering the presentations during information sessions prior to the implementation of DynaDOCS with management groups
- Reviewed Standard Operating Procedures documents with DynaDOCS business analyst to ensure that all business requirements mentioned during JAD (Joint Application Design) sessions were listed within this one
- Used word-processing, desktop publishing and graphics software packages such as MS Office Suite and Visio Office Suite to produce final camera-ready copy
- Met on a regular basis (via Internet – WebEx) with different DynaDOCS users to insure that existing project documentation (training material) was meeting their business requirements
- Met on a regular basis (via Internet – WebEx) with different DynaDOCS users to insure that existing project documentation (training material) was meeting their business requirements
- Met with Super Users of (Tier 1 and 2) at such as GWL (Georges Weston LTD), PWGSC, RCMP, DND, HRDC, TC, OCTranspo, Pepsi Canada, Loblaws, McDonalds Canada, Enterprise Rent-a-Car on a regular basis to assess the audience and find issues encountered during training (end-user training) and one-on-one coaching sessions to ensure that training material included accurate statement of purpose and scope
- Created Quick Reference Cards and different training material (coaching check-list) for high ranked staff as their training sessions were abbreviated due to time restrictions
- Edited, standardized and clarified documentation for the following, as required in support of the DynaDocs project:
 - Functional Specifications – Met with Project Coordinators on a regular basis to review the functional specifications that were requested in order for them to tackle all of their asset management issues and to ensure that those specifications would be incorporated within the end-user guide and online tool tips
 - Training – Met on numerous occasions with DynaDOCS programmer/developer to ensure that all new functional specifications features were included in the training material and/or mentioned during training or information sessions
 - Project Closeout – Created documents listing lessons learned as part of project closeout (client: GWL (Georges Weston LTD), PWGSC, RCMP, DND, HRDC, TC, OCTranspo, Pepsi Canada, Loblaws, McDonalds Canada, Enterprise Rent-a-Car) for CGI Ottawa OMS (Organization Management System) Director as well as attending weekly status meetings to discuss any issues
- Used MSPaint, FireFox Color Picker Tool (color codes). SnagIt 8.0 and SnagIt Studio to prepare and develop illustrations and diagrams to be used in training documentation such as end-user guides and quick reference cards. Used specific color codes to respect client's logos and standards. Developed screen captures that were hiding real metadata within

training material for legal reasons. For example: if screen capture included the name of a user within a field: it was important to hide this one but keep the background image

- Developed a business requirement check list (matrix) to be used during initial meetings with customers to help determine their needs (user roles, inventory, site/contact management, SLA (Service Level Agreements), SLO (Service Level Objectives), Product Management, Order Tracking, Tickets Business Rules, Inventory Reports to be utilized by Business Analyst & Developers upon the creation of the DynaDOCS solution for each client (listed in the previous bullet)
- Met with Developers to ensure that Technical Specifications were known and communicated to clients in order to run the DynaDocs application web application. For example; DynaDOCS was configured to run only through Internet Explorer
- Created a PowerPoint presentation providing an Overview of the DynaDOCS solution to be used during presentations with potential clients
- Planned and scheduled training facilities, materials and equipment
- Prepared course agendas and outlines
- Worked directly with developers, system analysts and/or business analysts to gather information to be used in courseware material
- Created End-user guides for DynaDocs applications for different clients, to reflect the managing tools/processes used within their DynaDocs application (ordering, Service Assurance, inventory tracking, site management, etc...)
- Performed Quality Assurance review/editing of different material distributed to clients
- Conducted training sessions to groups of five (5) or more participants and Internet training (Extranet/NetMeeting) to users from Canada and United States
- Created 4 user guides on Service Assurance and Ordering Process for the different user roles within an organization
- Ensured that all training documentation was compliant with the Government of Canada CLF (Common Look and Feel) standards principally with the translation (availability) of all training and application material for federal government clients
- Translated a user guide (from English to French) for HRDC INESS
- Translated a technical user guide for the Security Used within DynaDocs for the CNS (Converged Network Services) application
- Identified and translated all fields / information for the Transport Canada DynaDocs application
- Interviewed and facilitated workshops with Subject Matter Experts (Cold Fusion and Java development professionals) to confirm information to be used during training
- Prepared schedules for classroom and Web-Ex training sessions in Canada and USA
- Created (and translated) Tool tips for the following applications: Smart Bus (OC Transpo), PMG (Bell Project Management Group), McDonalds, Pepsi and Canadian Tire
- Tested and reported any discrepancies between the application and the actual system to the technical team (using an online problem tracking tool developed by the DynaDocs engineering team)

Environment: MS Windows XP/NT platform, Oracle, Java, Cold Fusion, HTML, Internal Administrative Ticket Tool, IM/IT Information System, Adobe Captivate, Online RoboHelp, MS Office Suite, Photo Impact, SnagIt, Internal Translation Tool, Visio, SQLDeveloper/DBVisualiser, Translation tool

Project 12: Elections Canada

Revise 2.5

Technical Writer / Courseware Developer (Adobe RoboHelp) & Translator

September 2003 – June 2004 (10 months)

Elections Canada is responsible for the conduct of federal elections and referenda. The agency is required to maintain and update a list of electors for each electoral event conducted. To assist them in this task, the REVISE application was developed in 1999 and used in the general election of November 2000. Based on user comments and a desire to enhance the functionality of the system, a re-development project was begun in May 2001. Following the standard Elections Canada software development methodology, supplemented by CGI's PMF and industry best practices, the REVISE 2.0 application was developed. Development of REVISE 2.5, which included the technical conversion of PowerJ based functionality to pure Java, as well as the implementation of numerous minor Problem Requests and Change Request began in April 2003, with User Acceptance Testing of this version of the application scheduled for August 2003.

Ms. Tremblay joined the project as Technical Writer at the end of the User Acceptance Testing phase for REVISE 2.5.

She was mainly responsible of updating the end-user guides including the Help Tool documentation using Adobe RoboHelp to design online help files. Ms. Tremblay's analysis skills were also utilized within this task.

During this project Ms. Tremblay had the following duties and accomplishments:

- Created and updated End-user training material for REVISE application to reflect current version (2.5) in English and French
- Used word-processing, desktop publishing and graphics software packages such as MS Office Suite and Visio Office Suite to produce final camera-ready copy
- Interviewed and facilitated workshops with Subject Matter Experts (DB analyst, systems and business analysts, test automation specialist and Java development professionals) on a regular basis to confirm information used within the end-user documentation and the OPS manual
- Determined evaluation requirements and/or strategies for PMs(Project Managers)
- Reviewed documentation standards and existing project documentation which included assessing and following the standard Elections Canada software development methodology, supplemented by CGI's PMF and industry best practices, the REVISE 2.0 application was developed
- Investigated the accuracy of the information collected by making direct use of the material being documented
- Determined and planned documentation requirements
- Compiled information to be used within the Help Tool (RoboHelp)
- Reviewed all links/hyperlinks between the REVISE application and the end-user documentation
- Tested/confirmed that the context sensitive functionality of the Help Tool was fully operational
- Provided training and coaching to Elections Canada employees on the MS office suite (Word, Excel and Outlook) in a classroom environment
- Reviewed and edited all end-user training documentation (English and French) to reflect most recent updates
- Prepared, developed, reviewed and modified training materials to ensure that Government of Canada CLF (Common Look and Feel) standards were respected
- Conducted training sessions to groups of five (5) or more participants
- Reported any discrepancies between the application and the actual system to the technical team (using a problem tracking tool developed in Access/Buggit)
- Assessed stakeholder requirements and wrote Operations manual (installation of REVISE 2.5), including statement of purpose and scope
- Met with Technical Team to discuss different sections of the Operations Manual and verify that all information was accurate and "user friendly"

- Assisted the technical team in the production of clear, concise workshop and presentation material as required

Environment: MS Windows 2000/NT platform, Sybase Enterprise Application Server, Message Queuing (Sonic MQ 4), MS Office Suite (Word, Excel, Outlook), Sybase PowerBuilder, Oracle 8.0.5/8.1.7, RoboHelp, HelpVision & Access (Buggit), Visio, PowerPoint, Java 1.1.7/1.2.2/1.3, Sites

**Project 11: RCMP
HRMIS (Human Resources Information Management System)
Business Analyst**

April 2003 – June 2003 (3 months)

The Human Resource Information Management Centre (HRMIC) was upgrading the Human Resource Management Information System (HRMIS) from the PeopleSoft Government of Canada (GC) Version 7.5 environment to PeopleSoft GC Version 8 for the following modules: administer workforce, administer base benefits, administer training, manage positions, manage priorities (public servants), monitor health and safety, recruit workforce, manage security, Leave and personal data self service, track global assignments.

The RCMP has also entered into a contract with McLarens Canada who will provide Claims Administration Services (HRMIS Health and Safety module) for the NorthWest Region (NWR). The NWR Claims Administration Outsourcing activity requires both an inbound and outbound interface between the third party system McLarens and the RCMP HRMIS system. The interfaces will be built in HRMIS 8.0.

In the role of a Business Analyst, Ms. Tremblay provided McLarens with the design specifications for data transfer between HRMIS and W5 (McLarens's system) to ensure duplication of effort was minimized.

During this project Ms. Tremblay had the following duties and accomplishments:

- Provided McLarens with data field definitions for the field currently held within HRMIS 8.0
- Ensured that web site/application developed by McLarens replicates the required field mapping for HRMIS
- Organized meetings between McLarens Canada, NWR representatives and HRMIC Team;
- Conducted train-the-trainer sessions
- Developed learning and professional development frameworks.
- Conducted users awareness sessions and facilitated workshops for a better understanding and acceptances of the forthcoming changes
- Analyzed various aspects of the HRMIS system, including requirements for system enhancements
- Evaluated Business Needs (Business Needs Analyses)
- Met with clients and stakeholders to determine requirements, and wrote functional specifications for system enhancements
- Communicated reviews and evaluations to clients
- Maintained and reviewed training documentation in support of HRMIS, including statement of purpose and scope
- Reviewed French training material to be utilized by end-users for the following modules:
 - Introduction to PeopleSoft 8.0
 - Administer Training
 - Running Reports
 - Administer Health and Safety
- Assisted the technical team in the production of clear, concise workshop and presentation material as required

Environment: PeopleSoft v 8.0 GOC, People Tools 8.0, SQL, Excel, Windows NT, GroupWise, WordPerfect Office 2000, MS Visio, Word 2000, SnagIt

**Project 10: Transport Canada, National Defense & Treasury Board
RDIMS / (OPENTEXT) DM5 / DOCS RM (Hummingbird Records, Documents Information Management System)**

Business Analyst / Tester / RDIMS / Records Management Trainer/Coach/Support

October 2006 – October 2007 (13 months)

August 2004 – August 2005 (13 months)

November 2002 – September 2003 (11 months)

RDIMS is a Canadian Federal Government shared system initiative. CGI has been chosen to provide an integrated “commercial-off-the-shelf” solution to support the records and document management functions of Federal Institutions. The RDIMS & (OPENTEXT) DM5 / DOCS RM solutions enable Federal Government departments to enhance program delivery and improve upon the operational efficiency of records and document management processes. CGI provides installation, customization, maintenance support services, and training for RDIMS implementations.

The RDIMS & (OPENTEXT) DM5 / DOCS RM solutions comprise the seamless integration of a document management module (DOCS Open Enterprise), a record management module (iRIMS Studio or Foremost), a reporting module (Crystal Info), an electronic mail module (Exchange), and RDIMS integration components including Mass Update, ACL, RDIMSEM, Shell Extensions, and CGI Interface. RDIMS operates on many different client/server platforms.

In the role of Technical Writer, Business Analyst, Trainer and Coach, Ms. Tremblay provided end-user support services by delivering customized (OPENTEXT) DM5, RDIMS – CyberDocs, Docs Routing and DOCS Unplug education and training in a classroom setting across Canada.

During this project Ms. Tremblay had the following duties and accomplishments:

- Provided computer application support as it relates to providing training expertise, support and coaching
- Developed and maintained application training documents
- Provided expertise and direction on training development for an enterprise level management system (RDIMS) with the followings:
 - Determined RDIMS Training / Learning Requirements
 - Determined RDIMS training and/or learning strategies.
 - Determined training and/or learning programs.
 - Developed training and/or learning plans and schedules.
 - Developed learning and professional development frameworks.
 - Conducted train-the-trainer sessions including evaluation (at client's site) to certify them as RDIMS / (OPENTEXT) DM5 / DOCS RM trainers
 - Determined evaluation requirements and/or strategies for PMs(Project Managers)
 - Worked directly with Developers, System Analysts and Business Analysts to gather information for training material
 - Conducted training sessions to groups of five (5) or more participants
 - Prepared course agendas and outlines
 - Planned and scheduled training facilities, materials and equipment
 - Participated in the development of the transition plan and conducted user's awareness sessions for a better understanding and acceptances of the forthcoming changes related to the electronic file classification structure being implemented
- Integrate the following File Structure Information to the training program offered to Users at Transport Canada and DND
 - The structure and components of the File Plan, the methods to create the file structure, and the actions that define how these components manage the files included the following:

- Inheritance
- Create a Prefix (Keyword)
- Limit File Plan Access via the Security function
- Create Primary and Secondary Terms
- Create Files and File Parts (Volumes) for both subject and case files
- Run Disposal Process
- Generate Excel Reports with different levels of File Plan
- Understood and trained users on the File Series, Events and Actions (Cutoff/ Rollover and Disposal); Conducted RDIMS testing and integration of various applications in RDIMS to ensure all functionalities were compliant to the client's business requirements
- Updated End-user documentation material for RDIMS / (OPENTEXT) DM5 / DOCS RM- RM Admin Tool/LiveLink (OpenText) applications to reflect current version in English and French and edited the French content of user guides in accordance with the Government of Canada Common Look and Feel Initiative /official languages
- Created a quick reference card for Users at Agriculture Canada (Winnipeg)
- Wrote generic End-User guides to be used for potential/different clients of CGI Ottawa
- Analyzed various aspects of the RDIMS / (OPENTEXT) DM5 / DOCS RM system, including stakeholder requirements for system enhancements
- Developed and wrote functional specifications for system enhancements
- Assessed stakeholder requirements, created, maintained and reviewed training documentation in support of RDIMS, including statement of purpose and scope
- Developed the training plan and delivered classroom training to End Users, Primary Contacts and Senior Managers (RDIMS / (OPENTEXT) DM5 / DOCS RM, DocsOpen)
- Provided one-on-one training sessions & coaching to VIPs (Directors, Managers and ADM assistants)
- Communicated reviews and evaluations to clients
- Provided support for End Users
- Assisted the technical team in the production of clear, concise workshop and presentation material as required

Environment: Windows 2000 and NT platform, DOCS Open 3.9, Hummingbird DM, DOCS Imaging, iRIMS, DOCS Routing, MS Excel 2000, MS Word 2000, PowerPoint 2000, Outlook, CyberDocs / DM 5.0, DOCS Unplug, PowerDocs, Routing

**Project 9: Department of Justice
Firearms (Siebel + IM System)
Business Analyst / Trainer and Courseware Developer
July 2002 – October 2002 (4 months)**

The Department of Justice (DOJ), Canadian Firearms Centre (CFC), is implementing a restructuring plan for the delivery of the Canadian Firearms Program (CFP), with a new legislative, administrative, organizational, services and technological framework. As part of this plan, Team CENTRA (CGI, BDP and Siebel) has been contracted to deploy the CFRS Solution. This solution is composed of the following components: Business Process Operations, Enabling Technology & Information Technology (IT) Utility Services

Ms. Tremblay was part of the course developer team and assisted in the designing and development of the training program. Ms. Tremblay worked closely with the Development Lead, IT Utility Services Lead, Business Lead and the Department of Justice.

During this project Ms. Tremblay had the following duties and accomplishments:

- Wrote training material on CFRS/Siebel navigation using MS Word, MS PowerPoint, and MS Visio
- Liaised with partners (BDP, Siebel, IT Utility Services and client (DOJ) to assure that training material met the training requirements
- Developed Tables to be used in training database
- Developed learning and professional development frameworks.
- Worked directly with developers, system analysts and/or business analysts to gather information for training material
- Conducted needs analysis, assessed stakeholder requirements and developed business requirements for training and transition
- Conducted train-the-trainer sessions
- Gained experience leading and delivering training programs
- Facilitated workshops, lead Focus groups / meetings
- Defined all elements of the Canadian Firearms Registration System training program. This included a training strategy, plan and approach, design and development of all training material
- Reviewed and edited all French material being used within the CFRS (Canadian Firearms and Registration System) application, including List of Values being used within the application, as well as the statement of purpose and scope using MS Word, MS PowerPoint, and MS Visio
- Ensured that Government of Canada CLF (Common Look and Feel) standards were respected for all training material
- Prepared course agendas and outlines
- Reviewed and edited the French training material of the CFRS application using MS Word, MS PowerPoint, and MS Visio
- Tested scenarios
- Conducted interviews for Training positions
- Mentored peer worker in the design of the Help Tool
- Assisted the technical team in the production of clear, concise workshop and presentation material as required

Environment: Windows 2000 Server platform, Microsoft Visio, Word 2000, PR Tracker, Siebel 7.0, Excel 2000, MS Project, RoboHelp, PowerPoint 2000, Document Management, Hummingbird, Snagit, IM/IT system

**Project 8: Citizenship and Immigration Canada
NCMS (National Case Management System)
Bilingual Trainer / Courseware Developer
December 2001 – April 2002 (5 months)**

The National Case Management System (NCMS) is a Citizenship and Immigration Canada developed application. The purpose of NCMS within CIC is to:

- Establish a centralized database for enforcement case-tracking and processing with national reporting capabilities
- Become a national centralized database that will track and report on all enforcement cases
- Provide users with a more complete picture of enforcement cases and enable them to make informed decisions on critical cases

Ms. Tremblay was responsible for developing NCMS training documentation in both languages, delivering training in many cities across Canada and evaluating user's requests for software improvement.

During this project Ms. Tremblay had the following duties and accomplishments:

- Determined NCMS Training / Learning Requirements
- Determined and planned documentation requirements by assessing stakeholder requirements. Created, maintained and reviewed training documentation in support of NCMS (National Case Management System)
- Determined training and/or learning strategies.
- Determined training and/or learning programs.
- Developed training and/or learning plans and schedules.
- Determined evaluation requirements and/or strategies for PMs(Project Managers)
- Developed learning and professional development frameworks.
- Prepared course agendas and outlines
- Created and updated End-user training material such as end-user guides, quick reference cards, tips and tricks, and deliver training to CIC's employees (Human resources and Enforcement Staff) across the Nation for the implementation of NCMS
- Managed training documents production, design, layout, graphics and printing
- Conducted training sessions to groups of five (5) or more participants (classroom training to End Users and Super Users in Vancouver, Winnipeg and Montreal)
- Reviewed documentation standards and existing project documentation
- Assessed the audience for the documents/manuals required and prepared a statement of purpose and scope for each
- Provided end-user support as well as coaching to new users
- Used word-processing, desktop publishing and graphics software packages such as MS Office Suite and Visio Office Suite to produce final camera-ready copy
- Planned and scheduled training facilities, materials and equipment
- Prepared and coordinated the preparation of illustrations and diagrams that outlined the centralized database processes that hosted national reporting capabilities
- Participated to Status Meetings with training team members and developers, system analysts and/or business analysts to gather information for training material;
- Tested scenarios
- Investigated the accuracy of the information collected for the implementation of NCMS and made direct use of the material being documented
- Assisted the technical team in the production of clear, concise workshop and presentation material as required

Environment: MS Windows 2000/NT platform, NCMS 4.0.5, Crystal Reports, Beyond Mail, PowerPoint 2000, MS Excel 2000, MS Word 2000, IM/IT System

Project 7: Transport Canada and National Defence

RDIMS, Hummingbird Records, Document Information Management System Business Analyst / Functional Team Lead / RDIMS iRIMS Senior Trainer/Senior Coach/Tester

December 2000 – August 2002

RDIMS is a Canadian Federal Government shared system initiative. CGI has been chosen to provide an integrated “commercial-off-the-shelf” solution to support the records and document management functions of Federal Institutions. The RDIMS solution enables Federal Government departments to enhance program delivery and improve upon the operational efficiency of records and document management processes. CGI provides installation, customization, maintenance support services, and training for RDIMS implementations.

The RDIMS solution comprises the seamless integration of a document management module (DOCS Open Enterprise), a record management module (iRIMS Studio or Foremost), a reporting module (Crystal Info), an electronic mail module (Exchange), and RDIMS integration components including Mass Update, ACL, RDIMSEM, Shell Extensions, and CGI Interface. RDIMS operates on many different client/server platforms.

In the role of Functional Team Lead, Ms. Tremblay was responsible for the organization of the Functional area in all aspects including analyzing client’s requirements, training follow-up, testing, user assistance, and coordination of activities of 6 fulltime employees. Ms. Tremblay utilized excellent communication skills at all times in order to ensure that the project authority possessed a clear and concise record of all activities and deliverables during implementation.

In the role of trainer and coach, Ms. Tremblay provided end-user support services by delivering customized education and training in a classroom setting.

As a functional tester, Ms. Tremblay assessed the technical needs and operational requirements of the client for their IT applications and systems that are a part of or integrated with RDIMS.

During this project Ms. Tremblay had the following duties and accomplishments:

- Coordinated and managed the coaching team, (on-the-job training)
- Conducted train-the-trainer sessions
- Planned and scheduled training facilities, materials and equipment
- Worked directly with developers, system analysts and/or business analysts to gather information for training material
- Participated in the design of the change management plan, and conducted users awareness workshops for a better understanding and acceptances of the forthcoming changes
- Developed test scripts
- Analyzed various aspects of the RDIMS system including functional requirements for enhancement
- RDIMS testing and integration of various applications in RDIMS to ensure all functionalities were compliant to the client’s business requirements
- Assessed stakeholder requirements, created, maintained and reviewed training documentation in support of RDIMS
- Prepared course agendas and outlines
- Updated End-user documentation material for RDIMS application to reflect current version in English and French and edited the French content of user guides
- Conducted training sessions to groups of five (5) or more participants for End Users, Primary Contacts and Senior Managers on the use of document management [(OPENTEXT) DM5, RDIMS, DocsOpen], records management (iRIMS), scanning (DocsImaging) and Routing (Workflow)
- Ensured that users understand the Records Management structure & retention & disposition process when making a document final (RM Admin Tool now called LiveLink (OpenText) Records Management)

- Conducted weekly meetings with Functional Team members and prepared briefings to report the status to project authority
- Conducted and communicated reviews and evaluations with team members
- Conducted interviews for Administrative Assistant positions

Environment: MS Windows 98/NT platform, DOCS Open 3.9, DOCS Imaging, iRIMS, DOCS Routing, MS Excel 2000, MS Word 2000, PowerPoint 2000, Outlook Express, Tivoli

**Project 6: RCMP
PeopleSoft 7.5 HRMS
Bilingual Trainer / Courseware Developer
May 2000 – December 2000 (8 months)**

The RCMP implemented the PeopleSoft IT Human Resource system, acquired by the Government of Canada, to assist with the management of information for some 22,000 employees.

The first implementation of this version, Government of Canada Version 4 Release (GOC), at the RCMP was implemented in September 1996. The upgrade of the PeopleSoft application to v 7.5 GOC was undertaken between November 1999 and December 2000. The upgrade included the following modules: Administer Workforce, Administer Training, Leave, Administer Base Benefits, Administer Recruiting and Staffing.

Ms. Tremblay planned, created/maintained, and reviewed training documentation, and monitored and delivered PeopleSoft training to RCMP employees.

During this project Ms. Tremblay had the following duties and accomplishments:

- Determine PeopleSoft Training / Learning Requirements for different HR modules such as Administer Workforce, Administer Positions, Administer Training, Staffing, Base Benefits, Recruiting
- Determined and planned documentation requirements which included assessing stakeholder requirements, created, maintained and reviewed bilingual training documentation for PeopleSoft version 7.5: Introduction to the online Library, Administer Workforce, Administer Positions, Administer Training, Staffing, Administer Base Benefits, Recruiting, including the statement of purpose and scope
- Determined PeopleSoft HR training and/or learning strategies.
- Determined training and/or learning programs.
- Determined evaluation requirements and/or strategies for PMs(Project Managers)
- Developed training and/or learning plans and schedules. Reviewed and edited training material to be used for the Security module
- Developed learning and professional development frameworks.
- Worked directly with developers, system analysts and/or business analysts to gather information for training material
- Assess the audience for the documents/manuals required and prepare a statement of purpose and scope for each based on all the stages of implementation that would affect over 700 users
- Prepared course agendas and outlines
- Used word-processing, desktop publishing and graphics software packages such as MS Office Suite and Visio Office Suite to produce final camera-ready copy
- Planned, monitored and delivered training (classroom, on-the-job & video-conference) to users across Canada (Montréal, Vancouver, Regina, Winnipeg, London, Halifax and St-Johns)
- Prepared course agendas and outlines

- Created and updated End-user training material such as end-user guides, quick reference cards, tips and tricks for the following modules: Administer Workforce, Administer Training, Leave, Administer Base Benefits, Administer Recruiting and Staffing
- Investigated the accuracy of the information collected by making direct use of the material being documented
- Planned and scheduled training facilities, materials and equipment
- Conducted training sessions to groups of five (5) or more participants
- Facilitated workshops with Project stakeholders to analyze business processes and outline the impact of the implementation of the PeopleSoft application
- Conducted meetings and interviews with subject matter experts
- Reviewed documentation standards and existing project documentation for all the phases of the implementation of the various modules for the PeopleSoft IT Human Resource system
- Wrote functional specifications for system enhancements
- Updated the Help Tool for users on the Online Library
- Provided Help Desk assistance for end users and managers via e-mails and telephone
- Edited video tapes to be used for on-going training by all regions
- Prepared training report according to user's feedback and presented findings to the management team
- Prepared schedules and coordinated the scheduling of training sessions
- Assisted the technical team in the production of clear, concise workshop and presentation material as required

Environment: PeopleSoft v 7.5 GOC, Windows NT, Outlook Express, WordPerfect, Word 97, Excel, Access, SnagIt, Online Library, Visio, IM/IT system

**Project 5: Imprimeries Transcontinental Inc.
ITSM - Service Desk Implementation to support PeopleSoft Solution
Business Analyst & Courseware Developer
January 1999 – December 1999 (12 months)**

Les Imprimeries Transcontinental Inc. is a large, Montreal-based printing company that serves clients across North America. ITC implemented the PeopleSoft Human Resource IT application in a client server environment. ITC also implemented a tool to track the users calls, frequently asked questions etc.

Ms. Tremblay was responsible for analyzing, selecting the help desk software for employees using PeopleSoft in Canada and the USA and defining the resources that ITC should be using for the Help Desk upon implementation of the PeopleSoft solution.

During this project Ms. Tremblay had the following duties and accomplishments:

- Conducted qualitative and quantitative analysis on the different help tools to be used by PeopleSoft Users for the Human Resources Management System
- Wrote statistics and reports on those tools
- Conducted meetings, interviews and workshops with vendor and manager teams
- Prepared supporting documentation and recommended the use of specific software to the client
- Conducted business needs analyses and made recommendations to client
- Created end-user guides on Incident Management for the use of the Remedy Service Desk solution that was chosen to support the ticketing system of PeopleSoft users across Canada.

Environment: Windows NT, Outlook Express, PeopleSoft v 7.0

**Project 4: Department of National Defence
Defence Integrated Human Resource System
Trainer / Business Analyst / Help Desk Support
October 1997 – December 1998 (15 months)**

Implementation of a client-server PeopleSoft HRMS GOC application across Canada for different modules such as: Position Management, Administer Workforce, Recruit workforce, Leave, Health and Safety, Base Benefits, Priority Management and Staffing.

As a Trainer, Business Analyst and Help Desk Support for the Department of National Defence, Defence Integrated Human Resource System, Ms. Tremblay planned training sessions, created/maintained and reviewed training documentation, monitored the sessions and delivered PeopleSoft training to DND employees through different means including videoconferencing, transparencies, flip charts, and project equipment. She wrote, translated, and edited user training material, analyzed course requirements, organized and coordinated training schedules, and prepared testing materials to determine whether course objectives had been met.

During this project Ms. Tremblay had the following duties and accomplishments:

- Determined PeopleSoft (HR) training and learning requirements for the following modules:
 - Position Management
 - Administer Workforce
 - Recruit Workforce
 - Leave
 - Health and Safety
 - Administer Base Benefits
 - Priority Management and Staffing
- Determined training and/or learning strategies.
- Determined training and/or learning programs.
- Developed training and/or learning plans and schedules.
- Determined evaluation requirements and/or strategies for PMs(Project Managers)
- Developed learning and professional development frameworks.
- Developed learning and professional development frameworks.
- Participated in, facilitated and documented the results of Focus groups, workshops and brainstorming sessions with subject matter experts for information to be used in training material and/or sessions
- Analyzed business requirements for migration from Department's Directorate of Personnel Information Services (DPIS) to PeopleSoft
- Wrote bilingual training documentation for: COACH, Administer Workforce, Position Management, Staffing, Administer Base Benefits, including the statement of purpose and scope
- Conducted training sessions to groups of five (5) or more participants, developed the training plan and delivered training (classroom, on-the-job & video-conference) to users across Canada (Comox (BC), Cold Lake(AB), Toronto, Kingston, Trenton, Halifax, Montréal and Québec) on the functionality of PeopleSoft GOC HRMS such as:
 - Navigation
 - Using Help
 - Position Management
 - Administer Workforce
 - Recruit Workforce
 - Leave
 - Health and Safety
 - Administer Base Benefits
 - Priority Management and Staffing
- Performed functional analysis
- Wrote and executed test scenarios / scripts

- Processed batch reports for specific client's requests
- Corrected or entered data for clients
- Prepared course agendas and outlines
- Planned and scheduled training facilities, materials and equipment
- Updated the online support tool (COACH) content
- Help Desk assistance for end users and managers
- Edited video tapes to be used for training
- Wrote training report according to user's feedback
- Assisted the technical team in the production of clear, concise workshop and presentation material as required

Environment: PeopleSoft v 7 GOC, Excel, Windows NT, Outlook Express, WordPerfect, Word 97, Oracle, Access, Coach, Support Magic, IM/IT System

Project 3: Canada Post Corporation

Postal Outlets (RPOS & ROSS)

National Training Consultant / Courseware developer / IT Support

September 1993 – June 1996 (30 months)

September 1987 – June 1989 (18 months)

Subsequent to the privatization of Canada Post, there was a need to implement a client server application to Postal Outlets across Canada. There was also a need to integrate the computerized counter equipment in private postal outlets as well as corporate ones.

Ms. Tremblay planned, created, maintained, and reviewed training documentation that was delivered classroom style and on-the-job style. These IT training programs were delivered to supervisors and staff, on the use of computerized client server counters equipment in corporate and private postal outlets across Canada (RPOS & ROSS). Ms. Tremblay determined learning objectives, tested IT application software, recommended improvements, and produced course workbooks and training aids. She also presented seminars on customer service and team building to the Human Resource section of CPC.

During this project Ms. Tremblay had the following duties and accomplishments:

- Analyzed business needs and informed management of Human Resources of user's needs
- Created courseware material for end-users as well as support staff (quick reference cards)
- Conducted train-the-trainer sessions
- Developed learning and professional development frameworks.
- Planned and scheduled training facilities, materials and equipment
- Provided input and participated in the development of the transition and migration plans
- Facilitated workshops and led Focus Group meetings with the HR section of CPC to determine the HR requirements in this "privatizations" move
- Developed the training plan, monitored and delivered training sessions
- Participated in the development and implementation of the change management plan
- Created bilingual training documentation for the use of computerized counter equipment for Private & Corporate users across Canada
- Prepared course agendas and outlines
- Testing / writing functional specifications based on interviews with stakeholders
- Help Desk assistance for end users and managers (Support Magic)
- Conducted training sessions to groups of five (5) or more participants, training consultant across Canada (classroom and on-the-job): 2 weeks sessions

Environment: Windows 3.1, RPOS (Retail Postal Outlet System) by Siemens, Support Magic (Help Tool)

Project 2: Air Transat / Tours Chanteclerc / Nouvelles Frontières, Education First Tours (EF Tours), Misa Tours International.

Tour Director , Tour Guide, Travel and Tour Coordinator, Chief Accountant

2012, 2011, 1996 – 1997, 1990-1995 (mostly from May to October)

Air Transat / Tours Chanteclerc, EF (Education First) Tours & Nouvelle Frontières are all Travel Canadian Service Providers for travellers from around the world coming to visit Canada. They select their Tour Guides to lead groups of visitors through points of interest in a particular location. They provide in-depth knowledge about destinations frequented by tourists, vacationers and students visiting Canada.

Ms. Tremblay often dealt with a European clientele that came to Canada under the impression that they had discovered this continent. It has always been her pleasure to take them to various aboriginal communities to help them realize and understand that this continent was already established by First Nations Communities prior to their arrival. In order to do this: Ms. Tremblay established contacts within a variety of First Nations Communities such as (Huron, Saugeen, Haida, Mohawk and Algonquin). They shared their culture and beliefs with her group of travellers and broadened their vision of Canadian Origins.

Ms. Tremblay organized more than 200 trips for seniors in Canada, the USA, and Europe, administering a budget of over one million dollars per year. She also acted as a tour guide in most Canadian Provinces, US and some European Countries. Group tours varied between 2 to 59 clients and 1 to 25 days in duration.

During this project Ms. Tremblay had the following duties and accomplishments:

- Responsible of all aspects of managing a business including:
 - Managing procurement logistics
 - Contract management
 - Vendors management
 - Managing budget and staff
 - Preparing publications material
 - Developing and monitoring schedules for special events
- Hosted a regular radio segment on travel
- Specialized in tours of over 10 days with same group of travelers in the Atlantic, Eastern and Western Region of Canada
- Introduced different First Nations communities such as Huron, Saugeen, Haida, Mohawk and Algonquin to European travelers
- Wrote scripts for radio advertising
- Prepared design for newspaper advertisement
- Design travel pamphlets
- Prepared travel itinerary for tour groups
- Performed quality control on advertised venues to ensure accuracy for tour groups
- Coordinated the printing and distribution of over 5000 travel programs quarterly
- Researched the different venues visited by tour groups to ensure the historical and statistical accuracy of answers provided to tourists visiting Canada from Europe and elsewhere. Specialized as a tour guide in Vancouver, Victoria, Kelowna, Banff, Jasper, Edmonton, Toronto, Ottawa, Montreal and Quebec City
- Responsible for all aspects of tour security
- Supervised and coached a team of 5 tour guides

Environment: Windows 95, Access, Word, Excel, PowerPoint

Project 1: CEF CUT (Conseil des Ecoles Francophones de la Communauté Urbaine de Toronto), Strathcona School Board, Calgary School Board (Alberta), Sherbrooke School Board (Québec)

Grade 1- 6 Teacher & Curriculum Development

Grade 1-6 French Immersion Teacher

September 1990 – July 1992

September 1985 – July 1987

September 1984 – August 1985

Ms. Tremblay worked as an Elementary French Immersion teacher (from grade 1 to 6) at CEF CUT. Ms. Tremblay was employed as an Elementary French Immersion School teacher (from grade 1 to 6) in Strathcona and Calgary. She developed the Science Curriculum Guides for the French Immersion Elementary School Teachers (Level 1 to 6) in Alberta and established a grid of Science evaluation criteria to be used for each level as a Performance Measurement System to provide teachers with specific goals and objectives to be met according to the lesson objectives. Ms. Tremblay also created quarterly report cards for students from Grades one to six according to the Performance Measurement System used by the different School Boards and Provinces.

As a French Immersion Teacher, Ms. Tremblay taught Grades 1 through 6, including French language, computers, math, science, social studies, drama, physical education, and music. Ms. Tremblay created, maintained and reviewed the teaching/training documentation necessary to conduct her classes. In addition to her role as a Grade One teacher, Ms. Tremblay also facilitated workshops and planned, created, prepared material and delivered training sessions to other teachers on the use of computers in the classroom.

As the Coordinator of Curriculum Development, Ms. Tremblay wrote, translated, and implemented French immersion science curriculum guides for Grades 1-6 using visual, oral and written forms. She determined learning objectives, developed course curriculum, training plans, and produced science evaluation guidelines and timelines.

During this project Ms. Tremblay had the following duties and accomplishments:

- Planned and scheduled training facilities, materials and equipment
- Organized, conducted and documented one on one and group meetings with parents
- Designed and implemented change management processes (manage the evolution of a child in the course of the school year)
- Prepared and delivered training objectives
- Developed training strategies and transition plans for multiple levels
- Guest speaker at training seminars for various school Boards across the Prairies
- Organized and chaired meetings with colleagues
- Organized scholastic ceremonies and events
- Evaluated students on learning objectives
- Developed computer grids to be used as Performance Measurement systems for science programs in Alberta
- Wrote Science Curriculum guides for the Province of Alberta
- Organized and Administered charity events
- Wrote and edited science curriculum guides to be used across the province of Alberta

Environment: MacIntosh (Claris works), Windows 3.1

EDUCATION

Bachelor of Education

University of Sherbrooke, Quebec –September 1980 to April 1983 (32 months)

CERTIFICATES

Québec, Alberta and Ontario Teacher Certificate (since 1983)

ITIL Foundations v.3.0 (April 2007)

Remedy - AR System 6.x: Administering Level 1 (September 2006)

Information Mapping – FS Pro (June 2006)

Hummingbird (DOCS – RDIMS) Professional Trainer (February 2001)

PROFESSIONAL DEVELOPMENT

Ms. Tremblay has the following Professional Development and Membership Associations:

- Axios assist (v. 9 & 10) ITSM (Information Technology Service Management)
- IPPRS – Integrated Planning and Performance Reporting System - GX LEAF performance management system
- RSA eGRC (Governance, Risk, Compliance) Archer Platform – (attended a 4 days course on System Administration. Intent is to eventually deliver this training material) (March 2012)
<http://www.rsa.com/experience/archer/egrcPlatform.html>
- CISSP (Attended a 5 days course on <<Certified Information Systems Security Professional>>) (September 2011)
- RSA enVision (Security Information and Event Management platform)
<http://www.rsa.com/experience/envision/3n1/> - Attended a 4 days “Train-the-trainers” classroom training session in Ottawa (August 2011)
- ITIL v.3 – Foundations of IT Service Management (Certificate available 2006) – classroom training 2.5 day
- ITSMF (IT Service Management Foundation) – Online training (Certificate available 2007)
- AR System 6.x: Administering – Part 1 (WBT) – 2 days – (Certificate available) – 09/06)
- Remedy ITSP (Incident and Request Management) – (CGI Montréal) – classroom training 2 days
- Information Mapping – FS Pro (Certificate available) (06/2006) – classroom training 3 days
- Building the Service Foundation: Corporate Culture – CBT/ Computer Base Training/
www.Skillport.com – (Certificate available) (03/2005)
- Getting Started with Publisher 2003 – (Certificate available) (02/2005)
- Microsoft Office 2000 - Advanced Excel– (Certificate available) (02/2005)
- Fundamentals of Exceptional Customer Service – CBT – (Certificate available) (01/2005)
- The Voice of the Customer – CBT – (Certificate available) (12/2005)
- Tracking and Reporting with MS Project 2002 – CBT – (Certificate available) (July 2005)
- Introduction to FrameMaker 7.0 – CBT – (June 2005)
- Advanced Word 2000 – CBT – (Certificate available) (May 2005)
- Adobe Acrobat 5.0 – CBT – (Certificate available) (April 2005)
- MS PowerPoint Advanced – CBT – (Certificate available) (March 2005)
- MS Outlook Advanced – CBT – (Certificate available) (February 2005)
- Illustrator 9.0 – CBT – (Certificate available) (January 2005)
- GoLive 5.0 – CBT – (Certificate available) (December 2004)
- Visio 2000 – CBT – (Certificate available) (September 2004)
- RoboHelp (Introduction to HTML) – Computer Base Training (June 2004)

- PeopleTools/PeopleSoft 8.12 Delta (July 2003)
- INTRODUCTION TO DB2 / SQL - A CBT course delivered by IBM (May-2003)
- PEOPLESOFT 8.0 AND PEOPLETOOLS 8.0 (February 2003)
- SIEBEL 7.0 (Navigation, Call Center, Administration Fundamentals) CBT course delivered by Siebel, Sep. 2002
- NATIONAL CASE MANAGEMENT SYSTEM (NCMS) - Citizenship and Immigration, Montréal, December 2001
- CERTIFIED DOCS PROFESSIONAL course - Hummingbird, Ottawa, February 2001
- PEOPLESOFT 7.5 AND PEOPLETOOLS 7.5 - APG Solutions, Ottawa, May 2000
- Introduction to FrontPage and PowerPoint, Griffin Consulting, Ottawa, October 1998
- SERVICE PLUS (Customer Service) - Discover Training, Ottawa, March 1996
- TEAM BUILDING (Managing a team) - Training Task Group, Ottawa, April 1995
- COMPUTERS IN THE CLASSROOM, (Les ordinateurs en salle de classe) University of Toronto, March 1993
- FSL (French as a Second Language), University of Toronto, March 1992
- Introduction to DOS, WordPerfect, Lotus 1-2-3, Toronto, July 1991
- Quebec, Alberta and Ontario Teacher Association