

JANICE L.M. CHEUNG

PROFESSIONAL PROFILE:

Proven track record both as a Business Systems Analyst and as a Project Manager in Web-based applications and multi-tiered distributed systems development environments

HIGHLIGHTS OF SKILLS AND QUALIFICATIONS:

- Areas of expertise: business requirements engineering; project leadership; object-oriented modeling and analysis using Unified Modeling Language (UML); competitive analysis; hands-on Internet / Intranet application development; graphical user interface design; end-user training
- Excellent analytical and organizational skills for large scale software development projects
- Strong computer skills; proven ability to acquire and rapidly assimilate new technologies
- Effective writing, presentation, listening, and negotiating skills
- Ability to work with ambiguity, take initiatives, manage stakeholder expectations, and meet project deadlines
- Member of the Project Management Institute (PMI) and currently enrolled in the Project Management Professional (PMP) Certification Program

WORK EXPERIENCE DETAIL:

Bayshore Technologies, entered a joint venture to launch a new personal finance portal in the UK with Barclaycard, Europe's foremost credit card services company and a subsidiary of Barclays Bank PLC

Delivery Manager and Senior Business Analyst

Jun. 2000 to Present

- Acted as the only resource to analyze and define functional requirements for all application components (e.g. CRM application, interactive financial products tools and mutual fund quote service) of the new personal finance portal.
- Managed development project plan and release schedule (using MS Project); monitored work progress of a team of eight and reported overall project status to senior management on a weekly basis; determined and communicated work priorities to the development team.
- Represented development team in providing impact analysis and recommendations for either proceeding or deferring functionality change requests initiated by different business units.
- Reviewed, verified, and prioritized incoming defects generated from the quality assurance team in the UK.
- Identified dependencies between tasks and assigned resources (both internal developers and external vendors).

i|money Corporation, acquired by Canoe Inc. in Apr. 2000

Senior Business Consultant

Jan. 2000 to May 2000

- Analyzed and specified use cases for the stock quote and investment portfolio web application. The application was implemented via Enterprise JavaBeans (EJB) components using BEA WebLogic, Servlets, and JavaServer Pages (JSP). This application was used by over 4 million registered users after being fully deployed into production.
- Collaborated with system architect in object modeling of the aforementioned application and participated in technical design sessions.
- Prepared test cases for validation testing of the stock quote application; conducted competitive analysis of personal finance Internet portals; presented the findings and recommendations to senior management.
- Jump-started the planned future integration of i|money and CanoeMoney web sites by making a comprehensive feature inventory of these two sites.

Royal Bank Financial Group

Senior Business Systems Analyst

Apr. 1999 to Dec. 1999

- Collected, conceptualized, and detailed both functional and data mapping requirements for the real-time, multi-tiered debit card fraud detection component of an enterprise-wide fraud detection system. The debit card fraud detection component was implemented using various state-of-the-art technologies, and it resided on multiple computer platforms.
- Led a team of three in maintaining and enhancing a merchant credit card fraud detection application (processing over 2 million transactions daily through a rule-based expert system).
- Acted as the prime contact on behalf of the technical team to effectively communicate (both written and oral) with all levels of the development organization, business units and functional units.
- Prepared Service Level Agreements and Request for Proposals.

WORK EXPERIENCE DETAIL (CONTINUED):***Solect Technology Group****Product Analyst**Jun. 1998 to Mar. 1999*

- Elicited, captured, analyzed, and documented business requirements for a distributed CORBA, Java / C++, customer care / billing and Internet service management software system with a large user base (serving over 2.5 million active subscribers).
- Defined and implemented change management procedures for business requirements.
- Utilizing UML, created use cases and state transition diagrams to model the intended object-oriented system behaviors.
- Researched and documented special financial requirements (such as Euro compliance, Internet sales taxation, and financial accounting reports) that the software needed to handle.

Bell Sygma Telecom Solutions*Systems Analyst / Project Co-ordinator**Oct. 1997 to May 1998*

- Designed and developed a project risk management database application using MS Access.
- Created spreadsheet templates for budgeting; prepared project costs variance reports.
- Researched alternatives and resolved any human machine interaction issues that arose when migrating from an existing OS/2 platform to a new Windows NT environment.
- Updated and maintained an Intranet web site utilizing Java applets and HTML style sheets.

*Business Analyst**Jun. 1995 to Sept. 1997*

- Acted as the prime resource for researching, analyzing, and documenting business requirements and specifications for both a major (150 person-month) OS/2 Client/Server system and an Intranet web-based application. These applications allowed users to update information in DB2 and distribute it to 6000 front-line call centre client representatives.
- Prototyped graphical user interface screens for windows and web based applications.
- Consulted and negotiated with clients on behalf of the technical team to deliver the most cost-effective solutions.
- Conducted validation testing, modified automated testing scripts and performed stress testing.
- Designed and documented the application user guides.
- Organized and conducted hands-on training sessions for end users.
- Co-authored a feasibility report to justify the development phase of a large (1000 person-month) mission critical OS/2 Client/Server system.

FORMAL EDUCATION & ON-GOING PROFESSIONAL TRAINING:*May 1992 to Apr. 1995*

- M.A.Sc. Management Sciences, specializing in Management of Technology and Information Systems, University of Waterloo

Sept. 1987 to Apr. 1991

- B.Sc. Physics with Mathematics minor, Chinese University of Hong Kong

Mar. 2000 to Mar. 2000

- Building EJB applications with GS/J, Gemstone

Oct. 1999 to Dec. 1999

- Professional Translation (Cantonese / English), University of Toronto

Jan. 1998 to Mar. 1998

- Java for Programmers, University of Toronto

Jan. 1997 to Apr. 1997

- CGI Programming with Perl, Centennial College

Oct. 1996 to Jan. 1997

- Web Site Implementation and Management, University of Toronto

Sept. 1996 to Nov. 1996

- Introduction to Client/Server Systems, Ryerson University

May 1996 to Jun. 1996

- Programming in C Language, Ryerson University

TECHNICAL SKILLS:*CASE tools:*

- MS Project, Visio, Together / J, Rational Rose, Rational RequisitePro, MKS Source Integrity, CVS, MS SourceSafe

Programming tools:

- Visual Basic, Visual InterDev, Gemstone / J

Computer languages:

- Java, JSP, ASP, HTML, CSS, Perl, JavaScript, C

Database query tools:

- TOAD, MS Access, MS Query, Crystal Reports

Internet applications:

- Web server installation & configuration, TCP/IP Configuration, FTP, Telnet

Web authoring tools:

- FrontPage, HoTMetaL Pro, PaintShop Pro, PhotoShop

Operating systems:

- Windows Platforms, UNIX/AIX, UNIX/Solaris, OS/2, DOS