

DAVID A. NOBLE

PERSONAL PROFILE:

- Looking for a role as a high-performance Team Leader within a dynamic and goals-oriented organization where I can exercise my proven technical, communications, and leadership skills to exceed corporate objectives and expectations.
- Highly motivated, committed, goals-oriented leader, focussed on team results.
- A seasoned Information Technology professional and effective communicator with extensive experience in Consulting and Software Development in Telecom, Health Insurance, Manufacturing, Distribution and Retail markets
- Proven rapid learning skills allow me to quickly grasp new business and technical issues, consistently delivering cost-effective implementations to meet corporate strategies.

PROFESSIONAL STRENGTHS:

- A wide range of experience and knowledge, coupled with proven creativity and resourcefulness, enables this professional to quickly and effectively deliver superior results under challenging conditions.
- An enthusiastic self-starter, combines leadership and team-building skills to motivate the team to embrace change and challenges, and overcome adversity.
- A keen awareness of business & technological issues allows this leader to maintain a sense of direction and timing in the competitive marketplace and to quickly and consistently translate vision into value for his customers, his team, and his company.
- Maturity, a positive outlook, and a sense of humour permit this individual to excel in ambiguous work environments and to work effectively with teams both inside and outside the corporation.

CAREER SUMMARY:

Director of Operations, Wholesale Medical Network

- Sept. 2007 - present* *A provider of medical devices for Specialty Clinics as well as supplying products for home-based healthy living.*
- Responsible for maintaining and improving processes related to ISO 13485:2003 certification.
 - Responsible for Information Systems and Warehouse Operations including Importing, Receiving, and Shipping.

Director of Safety, Ontario Underwater Council

- Aug. 2006 - present* *A non-profit corporation and Provincial Sports Organization.*
- Responsible for significant improvements through the re-design and standardization of internal and external documents resulting in a more professional image and presence of the OUC organization.
 - Full program management and responsibility for all initiatives being created and implemented, including public awareness and safety.
 - Improved accessibility through redeployment and implementation of web materials, e-forms and presentations resulting in increased customer satisfaction for both internal and external stakeholders by over 200%.
 - Liaison with all levels of government from municipal to federal, consulting on safety issues and advising on regulatory changes.

Course Director and Specialist Trainer, IDCOntario

A provider of professional training and consulting services.

July 2003 -
present

- Principal Course Director for Canada's largest Career Development Centre, providing professional level training services to customers. Additionally, consult on training, service and retail aspects of the business. Resulting in recognized Service Excellence for the client.
- Course Director at a 5 Star Gold Palm Resort (Utila, Honduras) providing dive instruction and Instructor Development programs to customers. Provided consultation and management of resort and retail programs including sales, services and equipment. Managed the upgrade process and implementation of new technologies related to diver training and customer support.
- Developed new web sites to promote various aspects of dive training for 3 businesses related to resort operations, technical and recreational training schools which increased their presence in the international marketplace and resulted in 3 web sites in first and second position results when searched using Google.

Project Manager, InSystems Technologies (now Whitehill Technologies)

A provider of insurance portal software and a leading provider of software solutions for the automation of document-intensive business processes.

June 1999 -
Feb. 2004

- Proved a \$20,000 USD prototype project and secured on-going projects for total revenue of over \$1.2M for one of the largest "Small Group" insurers in the eastern US.
- Consistently delivered projects on time and in scope, and aggressively pursued follow-up projects, resulting in 400% increase in extended revenue for the Professional Services organization. Minimized project expenses and increased profitability by managing scope and implementing Change Management processes.
- Implemented PMI practices to increase average billable hours (realization rate) from 65% to over 80% on a monthly basis and increased customer "reference-ability" by completing project on time and on budget.
- Exceeded or met majority of quarterly resource utilization targets.
- Met client project scope requirements, timelines and maintained budgets as outlined in client contracts. Created and maintained project documentation, negotiated for project staff as required to complete project tasks, monitored and managed project change control, managed project Risk as per assessments. This resulted in projects completed within budget and often in new projects being awarded.

Consulting Manager, Datahorse Inc.

Provided technical services to customers in the process of implementing SAP solutions.

Sept 1998 -
Feb. 1999

- Managed a team of SAP technical consultants in 5 offices in Canada and the United States. The team consisted of approximately 100 consultants comprised of both employees and sub-contractors. Responsibilities included consultant orientations, performance reviews, compensation reviews and career planning.
- Reviewed existing consultant profiles and performance review processes, recommended and implemented improved processes, this resulted in personal improvement plans for consultants and better consultant marketability for the company
- Developed and managed budgets for all offices related to training and administration. Grew customer relationships and acted as a liaison between consultants, clients and Sales staff.

Project Manager, Saville Systems (now INTEC)

Specialized in the development of Convergent Billing software for the Telecommunications industry.

June 1997 -
Sept 1998

- Successfully led a team of software developers and business analysts dedicated to supporting large customer projects. The group was comprised of 5 functional teams supporting post-production issues for the client. The teams totaled approximately 30 people. The platform was an AS/400 client-server using DB2/400. Saville's ERP software encompasses Customer Care, Events Processing, Billing and Post-Billing (A/P, A/R and Credit Processing).
- Led a performance taskforce to review and implement changes in the areas of application, hardware, system configuration and business practices in an effort to improve performance of applications and provide higher system availability for the user community. This resulted in a 300% improvement in processing with an ongoing plan to improve throughput by more than 25X.
- Reviewed existing Incident Reporting processes, recommended and implemented improvement strategies for immediate, short and long-term goals. This resulted in a number of new processes being developed including

evaluation and prioritization, scheduled release updates and enhanced quality assurance testing, saving time and effort, and improving customer relations by 100%.

Manager, Systems, Fitzhenry & Whiteside Publishing

- May 1994* - ■ Contributed to the evolution of operations and successfully developed solutions for networked information services over a wide range of technology platforms
- Sept. 1996* ■ Increased warehouse productivity by over 200% through automation implementations.
■ Consistently exceeded Service Level Agreements to stakeholders
- Dec. 1991* - **Resource Manager / Support Manager / Project Manager, Wang Canada**
- Dec. 1984* ■ Acting in a consulting role, assisted customers with implementations and software development.

CORPORATE BACKGROUND / SKILLS

Other Employers:

- Noble Consulting Services (clients)
 - Fitzhenry & Whiteside
 - Sherban / Fobert Systems
 - King Integrated Systems
 - DMR & Associates (Vancouver)
- Computer Solutions International
Manager, Software Services / Partner
- DMR & Associates
Project Leader
- Drake International Systems
Systems Analyst

Technical Summary

- **Hardware**
 - Various platforms from mainframe to client/server and Windows
- **Software**
 - Significant experience with various development languages and platforms
- **Databases**
 - DB2/400, Oracle, SQL Server, Total
- **Application Areas**
 - Automated Document Assembly and Internet portals (Insurance/Finance),
 - Convergent Billing (Telecommunications),
 - Imaging, Finance, Manufacturing, Distribution, Retail

PERSONAL DEVELOPMENT / EDUCATION

Courses:

- Numerous courses in Project Management, Team Building, Presentation Skills and Training. A detailed synopsis is available as required

Education:

- Details available as required

AFFILIATIONS:

- Professional Association of Dive Instructors (PADI)
- Divers Alert Network (Duke University)