

**Bob Franks, PMP, PROSCI**  
**Project Manager**

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**Overview**

Bob has over 30 years of experience in information technology and business systems implementations. He has managed projects primarily in the public, financial, education and manufacturing sectors.

He has local government experience having worked as a developer at the onset of his career and later as a project manager implementing CIS packages in cities throughout the US and Canada. He has also developed project management methods for the construction industry in both the public and private sectors and implemented risk based methodologies to support financial operations and project practices.

He is experienced at delivering large complex projects while working with customers' cross-functional teams in a multi-vendor/consultant environment. He demonstrates strong project leadership with a collaborative communication style and conflict resolution skills.

He is a certified Project Management Professional and has a Masters certificate in project management from York University. Bob is also Prosci certified in Change Management and was the UNIT4 global project manager of the year in 2012.

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**Highlights**

- Managed over 10 full implementations and several upgrades of UNIT4 Business World in various organizations (See Work Experience)
  - Managed implementations of Cayenta Utility Billing, CIS and Financial Management software at various municipalities in the US and Canada.
  - Led a Customer Data Integration project at VanCity to incorporate several legacy customer databases into one central repository. This included the development of a customer based portal application using strong integration to all legacy systems. Project budget of \$6M involved coordination of several vendors and consultants and internal IT and business resources.
  - Managed electronic check integration program at HSBC. Converted all check viewing, both internal and external based, to electronic presentment using web portal technology.
  - Developed a Project Management methodology for the BC provincial government building projects division overall budget of \$1B annually in projects undertaken.
  - Developed project management procedures for the Building Venue division of the 2010 Vancouver Olympic Winter Games.
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## **Recent Projects**

Just some of this Project Manager's recent projects include:

### **UNIT4 Business Software**

- Senior Project Manager – Managed projects involving the implementation of UNIT4 Education, UNIT4 Business World and UNIT4 Central Command.

### **Cayenta (division of Harris Computing)**

- Senior Project Manager – Managed CIS implementations of Cayenta's Utility Billing software and Financials. Most projects included customization and upgrades to the products to support unique business processes.

### **HSBC (Global Bank)**

- Managed the project management areas relating to customization of all front end and e-banking business applications.
- Managed 6 project managers and on average 25 projects per year.
- Implemented an HSBC global Risk Based Project Management methodology to ensure projects were managed in a consistent manner.

### **VANCITY (Canada's #1 Credit Union)**

- Lead a \$6M customer integration project involving the consolidation of several legacy customer databases into the Initiate CDI engine. Development of a customer portal utilizing SOA architecture standards was also part of this project.
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## Work Experience

Organization	Role/Description	Dates
Agilyx Solutions	Senior Project Manager (Contract) <ul style="list-style-type: none"> <li>District of Squamish - BC</li> </ul>	2016 - present
UNIT4 Business Software	Senior Project Manager <ul style="list-style-type: none"> <li>Harvard Law School - Boston</li> <li>Bow Valley College - Calgary</li> <li>King County Housing Authority - Seattle</li> <li>UStTravel - Anchorage</li> <li>International Civil Aviation Organization - Montreal</li> <li>Canadian Partnership against Cancer - Toronto</li> <li>Conservation International - Washington DC</li> <li>HAVAS Worldwide - New York</li> <li>ACL - Vancouver</li> <li>TRIUMF Labs - Vancouver</li> <li>Heifer International - Little Rock Arkansas</li> <li>Maryknoll Fathers and Brothers - New York</li> <li>SCRD - Sechelt BC</li> </ul>	2009 - 2016
Vancouver City Savings	Senior Project Manager	2008 - 2009
KLR Consulting	Senior Project Management Consultant	2006 - 2008
HSBC Bank	Manager, Business Projects	2005 - 2006
Harris/Cayenta Software	Implementation Project Manager	2001 - 2005
Sun Life Insurance	Technical Project Manager	1996 - 2001
Maple Leaf Foods	Lead Developer, Project Manager	1981 - 1996
City of Kitchener	Developer	1978 - 1981