

# Craig Jones, PMP

## **Professional Summary:**

Over 15 years, proven performance in project/team leadership and business systems analysis; interested in challenging opportunities that will continue to expand my leadership and systems analysis abilities.

## **Qualification/Experience Highlights:**

- Know Your Customer (KYC) / Anti-Money Laundering (AML)
- Paper/DSMatch Confirmations of Derivative Trade Products
- Portfolio/Share Class Currency Hedging and FX Order Management
- Cash Re-investments, Securities Lending and V@R
- Vendor Software Integration and Management
- Business Intelligence Data Warehousing and Reporting
- Expert in converting Business Requirements into Software Specifications
- Excellent communication and negotiation skills
- Excellent analytical, problem solving, leadership and time management skills
- Highly self motivated, goal-oriented, innovative with the ability to multi-task

## **Experience:**

### ***Project Manager / Senior IT Business Analyst***

**June 2013 – Present**

#### ***TD Securities, Toronto Ontario***

- Manage global project teams of 5 to 10 resources through SDLC to deliver BI and Dodd Frank Regulatory related projects
- Delivered Customer On-boarding (COB) / Know Your Client (KYC) AML BI Reporting Project, measuring key procedure and performance indicators; resolved Management vs. Operational requirement conflicts by negotiating cross functional reporting solution
- Delivered automated paper confirmation of derivative product trades from Calypso, Murex (GPM/FX), Summit and structured deal trading platforms using Scrittura's Strategic Workflow
- Initialized, planned and delivered business requirements for automating matching and confirmation of credit trades on MarkitSERV DSMatch
- Estimate, schedule (MS Project) and monitor project activities, reporting progress to Dodd Frank Regulatory / Executive Steering Committee, Senior IT and Business Management
- Successfully mitigate project risk addressing issues in a timely fashion and participating directly in issue resolution
- Facilitate workshops to solicit, capture and prioritize business requirements; document and reverse engineer vendor (GoldTier/Scrittura/MarkitSERV DSMatch) data/business flow processes and structures to identify and source data gaps
- Lead and manage Business/User Acceptance Testing, and report progress to key stakeholders

### ***Project Lead / Senior Business Systems Analyst***

**March 2008- March 2013**

#### ***RBC [Dexia] Investor Services, Toronto Ontario***

- Managed global (Toronto, London, Luxembourg) project team of 7-10 through CMMI driven SDLC of large scale enhancement packages (1B1) and Share Class Hedging add-on to the enterprise Currency Overlay System integrating Europe back office fund accounting and transfer agency systems to FX Front Office – Client Desk
- Effectively negotiated and managed scope through requirement prioritization
- Planned, scheduled (MS Project) and assigned work activities, monitored and evaluated progress; presented status to management and steering committees of all levels
- Successfully implemented agile schedule supporting parallel requirements and build, with 2 – 4 week sprints, with end-user review/assessment of progress and elaboration of requirements
- Identified, tracked and guided project issues to timely resolution
- Managed requirement traceability matrices; from prioritization to delivery verification
- Converted Business Requirements into detailed data and workflow-driven Software Requirement Specifications, including but not limited to: use cases (UML), data/process flows (Visio), data models (ERwin), user interface mock-ups (Balsamiq) and data interfaces
- Developed Support Models for integration into Service Level Agreements with clients, vendors and internal/external data suppliers
- Defined line of business Global Operating Models, driven to answer: who needs what and when
- Guided business definition of non-functional requirements with respect to availability, volume, performance and data retention

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## Experience (Continued):

**Technical Lead/Senior Technical Analyst** March 2005 – February 2009  
**RBC Dexia Investor Services**

- Led team of 3-8 developers through design, development and deployment of service orientated intranet framework offering end-user customized reporting using SQL Server 2005 Reporting Services, end-user Report Book packaging using Miramo/Adobe Framemaker, subscription based alert management console, dynamic table maintenance and form processing utilities within LDAP access control based portal developed in C#, ASP.NET, Telerik RAD Controls and SQL Server 2005
- Evaluate vendor solutions and provide gap analysis to business and system requirements
- Delivered-Delivered Global Foreign Exchange system, integrating vendor FX Engine with custody systems via IBM Message Broker

**Technical Lead/Senior Technical Analyst** July 2003 – February 2005  
**RBC Global Services**

- Led team of 3 through the system development life cycle of an Automated Securities Lending Exchange (ASLX) extranet

**Senior Business Systems Analyst** November 2001 – June 2003  
**RBC Financial Group**

- Liaised with Product Management and Operations to identify VaR (Value At Risk) requirements for integration into the enterprise Performance Reporting platform
- Delivered Software Specifications to integrate vendor acquired Risk Metrics Risk Server to calculate parametric and Monte Carlo VaR measurements on Fund positions against select indexes and benchmarks
- Built and executed functional and system integration test cases
- Documented user guides and trained end-users on new VaR Functional Specifications

**Project Lead/ Senior Business Systems Analyst** June 2001– October 2001  
**Hudson's Bay Company, Toronto Ontario**

- Led team of 5 designers/developers in the delivery of a multi store front/loyalty program web application service featuring catalogue browse/search, online ordering, account and content management, banner advertising and order management extranet for client sites
- Liaised with stakeholders to identify detailed business requirements, user interface designs and plan phased rollout of service features
- Established standard client site implementation process with 'time to market' delivery objective and feature based cost estimate calculator
- Delivered client sites: <http://www.hbc.com/hbcflowers>, <http://www.cibcgoldvisa.com>

**Senior Developer** September 2000 – May 2001  
**Rogers Media, Toronto Ontario**

**Senior Developer** March 2000 – August 2000  
**CNC Global Consulting, Toronto, Ontario**

**Senior Technical Consultant** August 1998 – February 2000  
**CGI Telecom, Toronto, Ontario**

## Education:

**Diploma in Computer Systems Technology** 1993 – 1996

Mohawk College of Applied Arts and Technology  
Hamilton, Ontario

- *Dean's Honour 1993/94, 1995/96*

## Career Development:

**PMP Certification** July 2010  
Project Management Institute (PMI)

## References:

Available upon request.