

# JOHN C. DUCHARME, PMP

---

13511 115<sup>th</sup> Avenue NE  
KIRKLAND, WASHINGTON 98034  
Residence 425.814.6270  
Cellular 425.985.6899  
jcducharme@aws-pm.com

## EXECUTIVE PROFILE:

---

### SENIOR PROJECT MANAGER

Senior IT Project Manager with a broad experience and a successful track record in turnaround and start-up projects in manufacturing, transportation, health care and state lottery. Direct experience with formal software development methodologies and continuous process improvement. First hand Web Publishing experience using latest technologies. Development and management of computer equipment Field Service and Repair Center organizations. International project management experience (Africa). Strong team building skills, organizational development and business process engineering. Ability to deal with complex issues across organizational boundaries. Successfully negotiated large procurement agreements. Certified Project Management Professional (PMP). Fluent in French. Ability to travel extensively.

## ACHIEVEMENTS:

---

### CONTRACT PROJECT MANAGER IN INFORMATION TECHNOLOGY AND MANAGEMENT CONSULTING FROM 1990 TO DATE

The following covers the major assignments:

**AWS Project Management**, Kirkland, WA (2003 to date)  
(Start-up, project leadership consultancy)

#### Senior Associate

- Established consultancy dedicated to Web publishing project management.
- Designed and developed firm Web site ([www.aws-pm.com](http://www.aws-pm.com)).
- Prepared training program for Project Managers on TCP/IP, ETHERNET, IP Routing and PMP certification.
- Design new Project Management Institute (PMI) Puget Sound Chapter Web site.
- Manage major software enhancement project to support 2000-terminal clusters on a hybrid RS422 -TCP/IP Ethernet network architecture.

**GTECH CORPORATION**, West Greenwich, RI (1999 to 2000)

(\$1 billion State Lottery Operator, equipment manufacturer, application software)

#### Senior Project Manager

- Recruited to manage major worldwide implementation projects.
- Planned, staffed and managed the Call Center for the 650 terminal wireless network implementation effort in Casablanca, Morocco.
- Prepared detailed time boxed implementation Plan for the Ivory Coast Project in Abidjan (MS Project). Staffed and managed cross-functional project teams (21 different disciplines involved) required for product distribution and operations including the central systems and a 500 terminal wireless network.

**RBA INC**, Montreal and Vancouver, BC (1995 to 1998)

(\$35 million third party computer maintenance)

#### Branch Manager, Vancouver, BC

- Consulting engagement to manage RBA operations in British Columbia.

- Operating executive with P&L responsibility for \$4.0 million business unit and staff of 75 specialists in 18 cities over the province.
- Drive forward new business in depot repair and warranty coverage for PC equipment.

**Project Manager, Montreal and Vancouver, BC**

- Consulting engagement to plan and manage transition activities prior to maintenance services delivery to major clients.
- Developed transition plans for a major financial institution (40,000 POS terminals) and a provincial lottery corporation (4500 terminals).
- Led, in a matrix environment, cross-functional project teams through entire transition cycle including: staffing, training, depot and repair center start-up, vehicle and spare parts procurement, equipment/site data file creation, etc.

**LOTO QUEBEC (SLVQ), Montreal**

(\$3.6 billion Quebec provincial lottery operator)

**Project Manager (1994)**

- Consulting engagement to provide IT expertise and drive the procurement and deployment of 5000 video terminals (\$50 million).
- Authored and issued video terminal specifications to vendors.
- Designed internal Terminal Testing Laboratory.
- Prepared prototype acceptance criteria and production model (hardware and software) QA test scripts.
- Designed Repair Center floor layout, handling and maintenance processes.

**TANDEM CANADA, Montreal**

(Wholly owned by \$2 billion Tandem Corp. USA)

**Project Manager (1990 to 1993)**

- Consulting engagement to turn around and deliver a \$15 million development project.
- The Lottery Project initiated by a member of the Bell Canada Enterprises group of companies had to be assigned to Tandem Canada in order to avoid a premature termination requested by the customer following numerous delays. Deliverables included 30 Tandem non-stop processors installed in 2 data centers serving 5000 on-line terminals and all application software to drive 7 games.
- Negotiated competitive contracts (50 IT specialists) for application and network software development (Leased lines multi-drop protocol and X.25 Network).
- Established, with the customer, a new delivery schedule covering 1200 software deliverables.
- Utilized a structured development methodology (DMR +)
- Negotiated a \$1 million (annual) systems maintenance agreement.

**S.T.I. INC, Montreal**

(1987 to 1990)

(\$20 million HP VAR, commercial and health markets)

**Vice President, Operations**

- Recruited to drive a major renewal of business-critical health market applications.
- Authored a formal proposal and won a \$2 million federal grant to create a computerized Medical Record Management System.
- Planned, staffed, budgeted and directed a LAN based software development project to meet emerging problem oriented medical records requirements (Novell NetWare).

**GTECH CORPORATION, Montreal and West Greenwich, RI**

(1985 to 1987)

(\$1 billion State Lottery Operator, equipment manufacturer, application software)

**Manager, Customer Relations**

- Recruited to manage growing client engagements and accelerate a major terminal ECO (Engineering Change Order) implementation.

- Managed Atlantic Lottery Corporation implementation of a new on-line environment including 3 mainframe systems, application software and 1500 on-line terminals.
- Led newly developed Player Operated Terminals field installation and delivered a field and repair center organization to service equipment during an 18-month project.
- Obtained a \$1.25 million final payment by designing and implementing a major retrofit program on 150 terminals not offering contractually committed performance level.

**SOMAPRO LTD**, Montreal (1984 to 1985)  
(IT consulting and delivery services)

**Senior Consultant**

- Recruited to drive revenue and margin growth within the expanding PC market and build market presence for traditional consulting services in manufacturing and distribution.
- Drive forward new business development at a rate of 30% through sales, marketing presentations and proposal development.
- Captured a major margin growth by creating and updating a functions and features database covering major financial and management PC packages.

**VOYAGEUR ENTERPRISES INC**, Montreal (1981 to 1983)  
(\$100 million inter-city passenger bus services)

**Manager, Information Resources**

- Recruited to accelerate Voyageur's implementation of emerging technologies and manage enterprise-wide development projects.
- Scope of responsibility was diverse including coordination of annual budget processes, managing the financial evaluation of capital appropriation requests, labor contracts and major acquisition contracts.
- Led cross-functional project teams through entire project lifecycle from initial needs assessment through implementation of parts inventory, servicing, fleet maintenance, purchasing and major financial applications.

---

## **EDUCATION & AFFILIATION:**

**B.Sc., Engineering**, University of Montreal

**Order of Engineers of Quebec**, Member

**Project Management Institute**, Certified Project Management Professional (**PMP**)

---

## **CONTINUING PROFESSIONAL EDUCATION:**

Web Production with Dreamweaver

Web Graphics with Fireworks

Microsoft Enterprise Architecture Essentials

Microsoft Solutions Framework (MSF) Development Model

Rational Unified Process (RUP)

Software Localization for Project Managers

Introduction to Visual Basic 6

Microsoft Project Central

Earned Value Project Management

Capability Maturity Model Implementation (SEI/CMM)

Producing Deliverables with DMR Productivity Center