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**SIA Service Information Access Inc.**  
*An IBM Premier Business Partner*

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**Languages:**    French and English

**Solution Designer, On Demand Business** - 3 years at SIA Service Information Access Inc.

- Responsible for implementing On Demand business solutions powered by IBM middleware.
  - Research and development.
  - Installation, configuration and application integration.
  - Education, training and remote support.

### **Skills and Knowledge**

#### **Academic**

- Bachelor in Applied Sciences, Computer Engineering, University of Sherbrooke.

#### **Professional Certifications**

- IBM Certified Solution Designer - Content Manager V8.
- IBM Certified Solutions Expert - Content Manager OnDemand Multiplatform.
- IBM Information Management Solution Sales Professional.
- IBM Certified System Administrator - Workplace Services Express.
- IBM WebSphere Business Modeler Technical Sales Professional.

### **Technology Expertise**

- IBM eServer® hardware and operating environments
  - Windows, Unix and Linux.
- IBM Information Management software: DB2, Content Manager portfolio.
- IBM WebSphere software: Application Server and Business Modeler.
- IBM Lotus software: Domino/Notes, Portals and Dashboard Framework.
- IBM Rational software: development tools, testing tools and Portfolio Manager.
- Kofax Ascent Capture software.

### **Key Projects**

- Designed, implemented and deployed an imaging solution based on IBM Content Manager to improve the claims management process at Lombard (Toronto, ON).
- Implemented a content management solution to scan and archive large volumes of shipping documents for Armour Transportation Systems (Moncton, NB) based on Kofax Ascent Capture and IBM Content Manager for iSeries.
- Integrated IBM Rational Portfolio Manager with SIA's Common Sense™ ERP software.
- Designed, implemented and deployed collaboration and portal solutions at various customer sites.