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

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**Languages:**    English and French

**Solution Advisor, On Demand Business** - 23 years at SIA Service Information Access Inc.

- Responsible for customer service and technical support (on-site and remote).
- Education and training services for ERP financial and public warehousing processes.
- Responsible for general administration and management.

**Skills and Knowledge**

**Academic**

- Certificate in Information Systems, McGill University.

**Professional Certifications**

- IBM eServer® iSeries Certified Specialist - Technical Solutions Implementation.

**Technology Expertise**

- IBM eServer® hardware and OS/400 operating environment - installation & configuration, operations, performance tuning, telecommunications, technical support and troubleshooting.
- ILE RPG, DB2/400, Query.

**Key Projects**

- Server upgrades, new server installations and system migrations (S/36 & S/38 to AS/400, AS/400 CISC to RISC, OS/400 V3 to V4 and V4 to V5) for numerous customers across Canada.

