ROB TOLMAN

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EXECUTIVE SUMMARY

Innovative technology expert with 10 years of technology leadership experience. Expertise includes a diverse business background in infrastructure services management including extensive hands on experience and a broad range of open systems technologies. Successful in aligning business and technology priorities and bridging gaps between cross-functional teams.

Operational excellence, project management, mentoring, strategic planning, business analysis, new technology/service development, teamwork, positivity, goal oriented.

PROFESSIONAL EXPERIENCE

Lavalife Corp. - Toronto, ON   **1995 – March 2011**

Director, Information Technology Operations (15 reports)   January 2010 – March 2011

- Managed 3 Teams – Network Operations Center, Network Technologies Team, and Desktop Support Team. 15 team members in total, including performance reviews and project scheduling.

- Managed 3 successful data center deployments while minimizing cost and negative business impact

- Managed 24x7 Network Operations Center and Corporate Desktop Support group

- Oversaw development of technical security and compliance services (CISP, Sarbanes-Oxley)

- Provided strategic and tactical planning, development, evaluation and coordination of information technology systems and applications. This includes desktop, server, network, and telephony solutions.

- Managed and documented Change Control for all of the organizations technology infrastructures (Development, Test, Staging, Production, Reporting, Financial, Corporate)

- Provided critical leadership in the implementation of SOX/CISP standards with the development of security management best practices to ensure compliance

- Managed and coordinated several staff and system moves, moves to the new corporate building, large team moves within the

corporate building, including reusing infrastructure where possible. Always to tight time lines and budgets, downtime was always to be minimized for staff and systems, some systems needed to move without impact to customers, which required specialized extremely detailed planning.

Technologies: Netapp, Xen, Cisco, Windows, Linux, Nagios, Exchange, BES, Avaya, Open Source Software, Sybase, MySQL, Splunk

Manager, Call Center Application Development/ Network Technology Systems (12 reports)   2008 – 2010

- Centralized storage services through the implementation of highly available NAS based solutions and reduced storage management costs through centralized framework

- Oversaw development of technical security and compliance services (CISP and Sarbanes-Oxley Compliancy)

- Project Manager for all team projects including initiation, scope management, risk management, resource assignment, budget control, task assignment, timeline monitoring, impact analysis, data migration, customer migration, feasibility analysis, change control processes, implementation coordination, post-implementation reviews

- Managed technology refresh of infrastructure including the implementation of virtualization technologies to streamline technology delivery and remote management

Technologies: Netapp, Xen, Cisco, Windows, Linux, Nagios, Avaya, Open Source Software, LifeRay, Sybase, MySQL, PHP, FoxPro, SQL

Manager, Call Center Application Development (6 reports)   2000 - 2008

- Develop and Project Managed In-house developed applications customized for the Lavalife Call Center for sales and service

- Project Manager for many successful large projects lasting many months, involving multiple teams and many developers. Documented and lead project from inception to implementation. Including multiple large data migrations using SQL, FoxPro to Sybase, Sybase to Sybase.

- Design and manage integration points with internal systems and external vendors (financial systems, production systems, reporting systems)

- Manage real-time and automated payment (E-Commerce) and risk management systems

- Developed custom reports and real-time monitors using SQL to manage SLA's and data metrics.
- Designed automated cost saving applications to assist the Call Center in meeting their SLA's (Automated Content Monitoring System with prioritization, filtering and risk management)
- Managed software and product releases, supervised and provided direction to R&D teams and worked with the development organizations.
- Led the GUI design, data migration and implementation to a web-based CRM application infrastructure using LifeRay, SQL, Sybase, Tomcat that measurably improved representative efficiency, effectiveness and giving staff management the tools to make real time decisions.

Skills: FoxPro, C, PHP, Perl, Sybase, DBArtisan, Delphi, Windows, Linux, SQL

Developer, Call Center Application Development   1995 - 2000

- Designed, Developed and Supported real time payment processing and risk management systems for credit cards and 900 purchasing channels. Database design and data migration.
- Custom SQL reporting and data analysis using FoxPro and Sybase

Skills: FoxPro, C, Perl, PHP, Delphi, Windows, Linux, SQL

EDUCATION

Lambton College - Sarnia
CPA, Computer Programming

Crestcom – The Bullet Proof Manager Training Series
Outward Bound – Leadership Program
Canadian Management Centre – Management Skills and Techniques for New Supervisors
WATMEC – Communications
and a variety of other Leadership and Management courses