

STEVEN COUSINS

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PROFILE

A versatile leader and Certified Scrum Product Owner with expertise in software development, vendor software deployment, operational support and agile team leadership. Possess experience in application development, user interface design, vendor management, personnel coordination/leadership and project management. Highlights of my skills include:

- Effective team leader with the ability to easily adapt to ambiguous and new situations.
- Provided guidance and opportunities for squad members to grow in their role.
- Managed and deployed enterprise applications.
- Personable, creative, enthusiastic and enjoys working with people.
- Leverages analytical skills for research, analysis, and interpretation of information.
- Adept at learning new technologies independently, quickly, and effectively.
- Demonstrated ability to work under pressure with multiple deadlines and priorities.
- Managed relationship between business, vendors and technology teams.
- Led multiple initiatives keeping project on time and on budget.

EMPLOYMENT EXPERIENCE

PRODUCT OWNER

02/2020 - Present

CIBC, Toronto, ON, Canada

Led multiple agile squads with an agile bi-weekly release schedule on an enterprise-wide platform. Through small incremental releases the team provided bite sized updates to assist with adoption and budget overruns. Managed budgets for small, medium and large projects.

Key Accomplishments

- Managed multi-year platform transition project that was on budget with no major issues.
- Estimated and Monitored project costs keeping projects within allocated timeline and budget.
- Created an environment for team to feel comfortable trying new opportunities and grow in their carrier.
- As a leader was effective at deescalating situations among squad members.
- Provided an atmosphere of trust amongst squad members encouraging open dialog.
- Quickly adapted chatbot to accommodate Technology Support Centre's need to switch from an office model to a work from home model for COVID.
- Implemented several features to reduce workload for Technology Support Centre and wait times for employees.
- Managed process transformation optimizing repetitive tasks through automation.
- Designed workflow for agile team adjusting to the needs of the business and team members.

Skills: ServiceNow, Jira, PowerShell, Agile, Product Owner, Conflict Resolution, Mentorship, Employee Allocation

05/2017 - 02/2020

**ADVISORY APPLICATION DEVELOPER &
TECH LEAD****CIBC, Toronto, ON, Canada**

Designed and supported enterprise level applications for Retail, Client Experience and Back Office Processing lines of business. Scope of the role included leading a team of developers and documenting business requirements in an agile project structure deploying small iterative changes to meet the business needs.

Key Accomplishments

- Developed and deployed the enterprise application National Estates Centre System (NECS), which greatly improved case processing time and branch employee satisfaction. NECS had a +90% adoption rate in branches within the first week of launch.
- Lead a team of developers using agile methodology and deployed small updates incrementally improving adoption and reducing training of NECS.
- Translated business requirements into application design documents and agile stories used by the development team to build application.
- Integrated ECIF with NECS to pre-populate client data reducing manual data entry and time to start an NECS case. This allowed the banking centre and back-office teams to focus on more important tasks.
- Responsible for fulfilling the duties of other members of a small cross functional team including Product Owner, Business Experience Lead and Quality Assurance Individual.
- Built direct relationships with business clients to understand their needs and guide them to solutions that worked for both technology and business.
- Presented to executives for end of sprint review meetings keeping business sponsors engaged in the process and providing the opportunity to get feedback earlier in the process.

Skills: Pega, Oracle, Web Logic, Unix, Agile, Product Owner

SENIOR APPLICATION DEVELOPER

09/2013 - 05/2017

CIBC, Toronto, ON, Canada

Designed, developed, and deployed solutions for vendor developed tools for Technology. This included applications that supported Project Management, Business Administrators, Chief Data Office and other Technology teams.

Key Accomplishments

- Responsible for deploying TopTeam thick client to desktops which aided in document generation for Business Administrators at CIBC.
- Managed the migration then upgrade of the enterprise software Planview to become a Software as a Service (SaaS). This improved availability and support of the application by being hosted in the cloud supported and controlled by the vendor.
- Coordinated multiple teams troubleshooting with vendor, business, and support teams to ensure that vendor tool integrated with CIBC's systems.
- Oversaw the regular maintenance and support of the Managed Architecture Platform (MAP), TO Costing Tool, Spotfire and other tools for technology.
- Managed schedules and people during project to ensure initiatives were on time and budget.

Skills: JavaScript, CSS, .NET, ASP.NET, MSSQL, C#, IIS, Windows Server, Oracle, Web Logic, SAML, Unix

**INTERMEDIATE APPLICATION
DEVELOPER**
CIBC, Toronto, ON, Canada

11/2009 - 09/2013

In support of the Communication and Public Affairs (C&PA) designed, developed and deployed solutions to better the internal communication to employees.

Key Accomplishments

- Developed and supported the highly trafficked site CIBC Today and Internal Collaboration site.
- Created modules for the SharePoint content management system improving the C&PA team's ability to disseminate information to employees.
- Managed several successful deployments using change management processes. This entailed the coordination of multiple teams to work together on a common goal.
- Deployed regular screen saver updates to desktops that improved the marketing capabilities at the branches.
- Worked with Technology Enterprise Change Management and support teams to streamline regular deployments.
- Supported the web analytics tool WebTrends which scrapped weblogs nightly to give business insight on the usage of the applications that they used.

Skills: JavaScript, HTML, CSS, .NET, ASP.NET, SharePoint, MSSQL, C#, IIS, Windows Server

DEVELOPER & DESIGNER
Network Solutions, Toronto, ON, Canada

06/2008 – 10/2009

Using emerging technologies developed Rich Internet Applications that enhanced and complemented Network Solutions web hosting offerings.

Key Accomplishments

- Developed customer facing portal and applications for a large hosting company.
- Lead JavaScript developer for web application used to help users design and manage their website.
- Worked in an n-tier architecture and optimized system resources in a cloud environment.
- Used AJAX technology to improve customer User Interface experience.
- Developed JavaScript profiling and unit testing framework using YUI to save the company time in Quality Assurance testing.
- Implemented SOLID principles to minimize complexity and errors while maximizing maintainability.
- Used Agile Software Development to promote teamwork, iterate projects, and release to market quicker.

Skills: Java, JavaScript, PHP, Oracle, J2EE, MVC, HTML, CSS

TECHNICAL KNOWLEDGE

Programming

- Knowledge in web language and technologies including JavaScript, AJAX, CSS, XML, Perl, Html, DTD, PHP, UNIX Shell Scripting, Java & PowerShell.
- Experience with Microsoft development in C# and .Net.
- Developed custom solutions for SharePoint.
- Experience with the Pega Business Process Management Tool.
- Experience with the ServiceNow Business Management Tool.

Database Implementation

- Relational database design and implementation using MySQL, MS SQL, Oracle, MariaDB and PostgreSQL.
- SQL query generation and execution, interfacing with web applications, stored procedures and triggers.

Networking and Operating Systems

- Local Area Networking, TCP/IP Protocol, IP Routing, Servers, Hardware configuration and installation.
- UNIX and Windows Server.

EDUCATION

HONOURS BACHELOR OF SCIENCE

April, 2007

COMPUTER SCIENCE SPECIALIST IN SOFTWARE ENGINEERING
UNIVERSITY OF TORONTO, Toronto, ON, Canada

CERTIFIED SCRUM PRODUCT OWNER

August, 2019

CERTIFIED SCRUM PRODUCT OWNER
Scrum Alliance

ACTIVITIES & INTERESTS

- Interested in Amateur sports with participation in several recreational leagues.
- Creating and managing personal websites (<http://www.stevenc.ca>).
- Develop personal applications with the goal of learning new technologies.
- Hobby level interest in 3D design & printing.
- Developed Secret Santa application for the Facebook social networking site.