

# STEVEN COUSINS

info@stevenc.ca

<http://www.stevenc.ca/>

<https://www.linkedin.com/in/steven-cousins/>

## PROFILE

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

- Effective team leader of high performing multifunctional teams.
- 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.
- Designed and tuned an agile process for optimal throughput of an agile team.

## EMPLOYMENT EXPERIENCE

**PRODUCT OWNER**  
**CIBC, Toronto, ON, Canada**

02/2020 - Present

*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 incidents.
- Estimated and monitored project costs keeping projects within allocated timeline and budget.
- Created an environment for team members to feel comfortable trying new opportunities and grow in their carrier.
- As a leader was effective at deescalating situations amongst team members.
- Provided an atmosphere of trust amongst team members encouraging open dialog.
- 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.
- Ensured applications adhered to technology and process standards.

*Skills: ServiceNow, Jira, PowerShell, Agile, Product Owner, Conflict Resolution, Mentorship, Employee Allocation, People Management, Process Optimization*

## ADVISORY APPLICATION DEVELOPER & TECH LEAD

CIBC, Toronto, ON, Canada

05/2017 - 02/2020

*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 Enterprise Client Information Facility (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, Leadership*

## SENIOR APPLICATION DEVELOPER

CIBC, Toronto, ON, Canada

09/2013 - 05/2017

*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, Leadership*

**INTERMEDIATE APPLICATION  
DEVELOPER**

11/2009 - 09/2013

**CIBC, Toronto, ON, Canada**

*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**

06/2008 – 10/2009

**Network Solutions, Toronto, ON, Canada**

*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 and maximize maintainability.
- Used Agile Software Development principles to promote teamwork, iterate projects, and release to market quicker.

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

## **TECHNICAL KNOWLEDGE**

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### **Programming**

- Knowledge in web language and technologies including JavaScript, AJAX, CSS, XML, Perl, HYML, 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**

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### **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**

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- 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.