

RESUME OF SOUK OUN

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CAREER SUMMARY

- As a Project Manager and Business Analyst with Toggle Networks, I develop and maintain project plans and manage the successful execution and implementation of solutions throughout the project life cycle. Experience in managing all project phases from initiation and planning to execution and closure. Exhibit superior project management skills especially relating to project scope, quotation, scheduling time, task, cost and resource planning.
- As an Account Executive, I manage the day to day client relationships to generate long term revenue streams and provide technical knowledge and solutions to meet and exceed client expectations.
- As the first employee of TrueSource Corporation (a software and web site management company) I played a pivotal role in building the business from a small hosting / web site development company into a leading provider of business continuity and web application services. Managed daily operations and executed business strategies to increase recurring revenue, product development, network infrastructure, marketing initiatives to increase sales and partner relationships.
- As Information / Evaluation coordinator, Calgary Health Region (Calgary Diversion Services) I developed data collection tools, overlooked the process of data collection, monitored process of data extraction and developed protocols to ensure efficiency, consistency and accuracy of data collection through developing automated reporting from a custom database.

EMPLOYMENT EXPERIENCE

Toggle Networks

October 2003 – May 2009

Project Manager / Business Analyst / Marketing Operations

(A leading provider in website & Application development and disaster recovery solutions)

- Manage accounts, responsible for maintaining and developing long term client relationships including Joey's Only Franchise and The News Group Canada.
- Managed and developed software for a multi-client website management system, which has over 1 million lines of code.
- As a Functional Analyst, I develop user requirements and functional specifications for comprehensive online software solutions.
- Consult with users, management, clients, and technicians to determine project vision, objectives, scope and requirements. Clients include the Global Petroleum Show.
- Provide guidance and project management leadership to website and software application services department to stay within project budget including FIFA U-20 CBC Sports, Scotties Tournament of Hearts, Superstore & Extra Foods online promotions.
- Create project estimates and time allocations for resources, deliverables, timelines, constraints, assumptions and risks for projects, including Relax with Dove, What you Wish Safeway, Sunlight Online.
- Manage project scopes closely to ensure changes or extensions are identified, measured and appropriate alterations to project estimates, schedules and budget are established.

- Essential member in the development of a web management system in ASP with a SQL Server 2005 database. Clients such as Conexsys Event Registration process millions of transactions per year.
- Work closely with stakeholders to define and identify project vision, analyze, mitigate and communicate project risks, scopes and critical success factors throughout project life cycle.
- Manage workflow and developed GUI to illustrate sequence of steps to describe input, output, and logical operations.
- Manage all marketing initiatives including online marketing strategies for clients.
- Manage a group of sub contractors simultaneously to ensure accurate and timely *results*.
- Manage partner and value added reseller relationships.
- Manage backup and recovery product implementation and assigned appropriate resources.
- Manage customer support and technical assistance regarding backup and recovery, network and website related issues.
- Professional website and graphical design using Photoshop 7.0 and Adobe IllustratorCS

Code Writer

Business Analyst / Project Manager / Developer

- Manage client accounts and provide technical assistance.
- Develop and support client websites Utilizing PHP and ASP.
- Analyze and approve GUI for implementation and ease of use.
- Manage projects to ensure tasks are completed on time, within budget, and communications between team members and clients are effective.

Calgary Health Region (Calgary Diversion Services)

March 2004 – August 2007

Information / Evaluation Coordinator - Research Assistant

(Serves more than 1 million people from Calgary and surrounding communities and employs more than 18,500 staff to become the largest integrated health care system in Canada)

- Responsible for developing data collection systems and oversee data extraction procedures.
- Developed protocols to ensure efficiency, consistency, and accuracy for reporting
- Development and maintenance of the central database and verify the accuracy.
- Developed automated reporting tools
- Worked with multiple organizations including Calgary Diversion Services, Southern Alberta Forensic Psychiatry Services and the Forensic Adolescent Program.
- Trained nurses, doctors, and other team members to use Dragon Speaking Software.
- Monitored clinical database; audit ongoing data entry by clinical staff to verify accuracy.

Dustsoft Technologies Inc.

July 2003 – October 2003

Developer / Systems Analysis

(A Software consulting company that focuses on the Oil and Gas (Seismic) sector, the Real Estate Industry and the Construction/Engineering sector.)

- Research and development of product and solutions
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- Trouble shooting and testing of software
- Develop custom web applications in ASP.NET programming in C#
- Develop custom applications in Access 2000 VBA
- Technical problem solving and documentation (Microsoft Word) of project and planning

- Creation of database driven back-ends for website solutions in Microsoft Access 2000

World Job Food Bank

February 2003 – June 2003 (Contract)

Project Developer

(A non-profit Canadian organization with Special Consultative Status with the United Nations)

- Developed a secure instant messaging system in Microsoft's Visual Studio .NET
- Over 800 hours of development time programming in Visual Basic .NET The system is being utilized by clients in countries such as England, Switzerland, Canada, and the United States
- The system incorporated a Client/Server application with advanced encryption logic
- Develop custom web applications in ASP.NET programming in C#
- Developed a 51 page detailed user manual and in excessive to 1000 page technical documentation in Microsoft Word 2000
- Utilizes a back end Microsoft Access 2000 Database
- Daily trouble shooting and testing of the Securus Instant Messaging application

Kestrel Data (Canada) Limited

November 2001 – February 2003

Geological Transcription Technician

(Provides information management services in the oil and gas industry, specializing in exploration data management services, records management services and computer media, clients include Canadian Natural Resources Limited and Burlington Resources Canada Ltd.)

- Provide technical solutions by converting seismic data and storage services
- Transferred and converted nearly 1400 seismic oil data into digital formats daily
- Locate, organize and maintain hundreds of electronic and physical data

EDUCATION

Bachelor of Science, Computer Information Systems

DeVry University, Phoenix, Arizona (Calgary Campus)

- Cumulative Grade Point Average (CGPA): 3.48
- Coursework in application development, databases, networking, analysis and design, web development and managerial skills

AWARDS / RECOGNITION

- 2003 – First place, DeVry Senior Project Fair (Securus Messenger)
- 1998 – Highest merit award, Crocus Plains Regional Secondary School
- 1997/98 – Gold and Bronze medal, marketing and financial strategy competition

MEMBERSHIPS / VOLUNTEER / INTEREST

- Tennis, Basketball, Volleyball, Badminton, Rollerblading, Hockey
- 2004 – World Job & Food Bank
- 2004 - CSSC (Calgary Sports & Social Club) - Flag Football, Beach Volleyball
- 2002 – Vice President (Finance), DeVry Technology Law Student Group
- 1998 – Treasurer, Crocus Plains Regional Secondary School
- 1998 – Student representative, Brandon Manitoba Health and Safety Committee
- 1998 – President, Peer Helpers