

Ray Idzenga *CD, BEng*

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PROFESSIONAL SUMMARY

Experienced leader who manages with a flexible and mature leadership style.

Master team-builder, fosters cooperation through extremely effective people skills and technical competence while developing innovative options in high stress environments.

Technical skills and interests ideal for leading software development teams.

PROFILE

Degree - Bachelor of Engineering (Computer) - Royal Military College
Diploma - Web Designer - Academy of Learning

Exquisitely organized, possessing expert communications skills
Continuous Improvement -

Quality Control and Change Management Training and Experience

Board of Directors and Committee Experience

Project Management Training and Experience

Numerous Management related Certificates

Experience and Certificates in Various Programming Environments

Quantitative and Qualitative Research Training and Experience

DEMONSTRATED SKILLS

PERSONNEL MANAGEMENT

- 14 years experience in top leadership positions commanding personnel from 6 member teams to a Squadron in excess of 70 military personnel, 32 contract personnel and an average of 300 students
- Diligently ran the day to day operations of a 140 person unit
- Fostered a team environment drawing on individual expertise and promoting personnel development
- Instilled a calming effect under the most stressful situations, innate ability to deescalate conflict
- Created a standing executive software working group to identify and develop meaningful software enhancements that addressed the users' needs
- Accomplished speaker having prepared and dynamically delivered hundreds of presentations to audiences ranging from parade spectators, junior personnel, senior officers, government dignitaries
- Extensive writing experience preparing everything from strategic policies to section estimates including having written and published 4 applied research papers and dozens of Validation Reports as a team effort

PLANNING ORGANIZATION INNOVATION IMPROVEMENT

- Breached paradigms and orchestrated innovative actions resulting in accomplishing previously unattainable goals
- Ingeniously tackled technician training shortfall through detailed system analysis leading to contracting out instruction, hiring civilian instructors and restructuring training delivery to maximize available resources
- Transformed organization's inter-departmental communications through the development, maintenance and instruction on various platforms (SharePoint, GCPedia/Wiki, COPS)
- Meticulously oversaw numerous legislated programs such as Occupational Health and Safety, Radiation Safety, Environment, Knowledge Management

PROJECT MANAGEMENT

- Managed a complex mission simulator secure terminal installation project
- Analyzed, identified, designed and acquired deployed telecommunications requirements and engineered the first deployable telecommunications pod of its kind to support a deployed airfield
- Designed, planned, resourced, implemented and tested a new wide area fibre network installation
- Diligently identified, planned, directed and followed up on corrective infrastructure safety deficiencies for 9 large buildings
- Orchestrated, through all phases, a major complex Station telephone system upgrade and 2 major cable plant upgrades
- Meticulously oversaw the implementation of a complex contract for 27 civilian instructors worth \$1.8M/year
- Analyzed and implemented the amalgamation of Air Force technical training saving over \$100k per serial

FINANCIAL MANAGEMENT

- Vast experience in creating accurate and manageable Business Plans
- Expert financial management skills saw expenditures of the \$2.5M operating budget within \$1k by fiscal year end

TECHNICAL EXPERTISE

- 4 years experience with NATO as a programmer/analyst for the AWACS computer operating system using IBM360 based technology programming extensively in assembler as well as Jovial, FORTRAN, C, using JCL for software build operations
- Since 1997 have constructed a web server, diligently created web sites and more recently taking advantage of server sided scripting (php & AJAX), Java and HTML
- Successfully designed and delivered a structured programming course using PASCAL
- Developed needed software test tools - conceived and implemented a software error tracking system
- Designed and built an intuitive organizational SharePoint site for policy collaboration and development
- Significantly reduced Station telephone expenditures through programming the telephone switch for auto route selection
- Proficient on Microsoft Office suite (Word, Excel, Access, PowerPoint, Outlook)
- Subscriber to Adobe CC (Dreamweaver, Photoshop, Fireworks, Illustrator, Acrobat, Flash, etc)

CAREER HISTORY

2014-2016	Student - Web Developer Diploma	Academy of Learning Kingston ON
2013-2014	Staff Officer Individual Training and Education Policy	Canadian Defence Academy(CDA) Kingston ON
2011-2013	Staff Officer Program Evaluation and Validation	CDA Kingston ON
2008-2011	Research Officer	CDA Kingston ON
2007-2008	Staff Officer Professional Development Analyst	CDA Kingston ON
2007	Intelligence Analyst and Assessments	Joint Intelligence Centre Afghanistan
2006-2007	J4 Infrastructure and Environment Formation General Safety Officer Formation Radiation Safety Officer	CDA Kingston ON
2003-2006	Officer Commanding Support Squadron	Canadian Forces School of Communications and Electronics (CFSCE) Kingston ON
2003	Officer Commanding Standards Squadron	CFSCE Kingston ON
2000-2003	Officer Commanding G (Technical Training) Squadron	CFSCE Kingston ON
1997-2000	Deputy Commanding Officer	8 Telecommunications and Information Services Squadron Trenton ON
1993-1997	Section Head-Programmer/Analyst	NATO Airborne Early Warning Force Geilenkirchen Germany
1992-1993	Engineering Officer	Canadian Forces Station Leitrim ON
1990-1992	Communications Officer	Canadian Forces Station Shelburne NS
1989-1990	Instructor	CFSCE Kingston ON
1987-1989	Student - Computer Engineering	Royal Military College of Canada Kingston ON
1984-1987	Student - Science & Technology	Collège Militaire Royale de St.Jean Quebec
1977-1984	Communicator Research	Across Canada and at Sea

EDUCATION

Bachelor of Engineering (Computer) - Royal Military College, Kingston Ontario 1989	Degree
Web Designer - Academy of Learning Kingston Ontario 2016	Diploma
CEGEP - Collège Militaire Royale de St.Jean Quebec 1986	Diploma
Secondary School Diploma – Lakeport Secondary School St.Catharines Ontario 1976	Diploma

SOME CERTIFICATES AND QUALIFICATIONS**Management:**

Total Quality Management in Software Development
 Software Quality Assurance for Practitioners
 Capability Maturity Model (DISA USA)
 Accelerating Change in Software Process Improvement (DISA)
 Certified Knowledge Manager (KMCB)
 Lessons Learned Analyst
 Training Manager
 Workforce Management
 Interest Based Communication and Dispute Negotiations
 Conflict Management and Alternate Dispute Resolution
 Conflict Management for Leaders
 Standard for Harassment and Racism Prevention
 Contracting for Services Certification
 Expenditure Management
 Financial Administration Act
 Business Process Management (APQC)
 Site Security Officer (NATO)
 Information Security (CSEC)

Programming:

- IBM 370 Familiarization (NATO)
- Job Control Language (NATO)
- AWACS Systems Overview (NATO)
- Utility Course (NATO)
- Airborne Operations Computer Programming (NATO)
- Advanced TSO/ISPF
- 4PI Assembler Language
- AWACS Switch Actions
- ANSI C Language Programming
- JOVIAL Programming
- Automating your SAS Code with SAS Macro Language (SAS UK)
- Data Manipulation with the SAS System (SAS UK)
- Further Data Manipulation and Efficiency Techniques (SAS UK)
- JOIIS User Training (Police/Intelligence system)
- Introduction to Access (Loyalist college)
- Intermediate Access (Loyalist college)
- Microsoft Excel Level II
- Microsoft Project
- Time Line 4.0

Research:

- Information Mapping
- Introduction to SPSS
- SPSS Text Analysis
- Introduction to E-Listen
- Developing Satisfaction Surveys (Statistics Canada)
- Telling Stories with Statistics (Statistics Canada)
- Environmental Awareness Training

Legislative:

- Certified Radiation Safety Officer (Radiation Safety Institute)
- Occupational Health and Safety certificate (Humber college)
- Return to Work Awareness
- Safety Legislation
- Safety Management

Military:

- Contingency Capability Ground Commander's Course
- Supplementary Radio System Operations Officer
- In Service of Peace: Military Operations in Modern Peacekeeping (C44 Pearson Peacekeeping Centre)
- Disarmament, Demobilization and Re-Integration (Pearson Peacekeeping Centre)
- Presiding Officer
- Air Force Staff Course
- Allied Command Europe Nuclear Biological Chemical Defence (Oberammergau, Germany)
- Nuclear Biological Specialist (Geilenkirchen, Germany)
- Maritime Warfare

Air Operations Command Control and Information Systems
Joint Command Control Information Systems
Space Applications
Basic Space Ops Advisor
Range Safety Officer
Electronic Warfare
St.John Ambulance Standard First Aid – Level C CPR with AED

COMMUNITY AND VOLUNTEER WORK

Head Coach	Alternate Dispute Resolution Centre (Kingston ON)	2003-2010
Logistics Officer	Executive Committee –Connect with Kingston Garrison Expo 2007 (Kingston ON)	2006-2007
Secretary/Treasurer	Advanced Technical Education Consortium (Kingston ON)	2000-2003
Cub scout leader	Scouts Canada (Trenton ON)	1997-1998
Coach Soccer, T-ball	International Youth Association (Geilenkirchen Germany)	1994-1997
Editor in chief	Maple Leaf Messenger (Geilenkirchen Germany)	1995-1997
Comms Instructor	2951 Cameron Highlanders of Ottawa Cadet Corps(Gloucester ON)	1993-1994
Co-editor	Roseway Gazette (Shelburne NS)	1990-1992
Secretary/Treasurer	Community Council (Shelburne NS)	1990-1992
Member	Lions Club of Canada_(Masset BC)	1983-1984

HOBBIES AND INTERESTS Web Design/Programming-Home Improvement-Music-Family

REFERENCES Available upon request