

# Alan Lo

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## Qualification Highlights

- Lead a team of 6 developers specializing in c#.NET/SharePoint 2007 development to create client-facing applications and internal applications for Citi Fund Services Canada
- Manage many facets of software development including:
  - client requirement gathering
  - application design with a heavy focus on front end/UI design and usability
  - enterprise application deployment and implementation
  - corporate rebranding of SharePoint/web applications
  - audit and vulnerability assessments
- Lead one of the first teams to successfully use offshore resources for software development projects in Citi Fund Services Canada
- Spearheaded the use of new technologies and agile development techniques to help Citi Fund Service Canada's better service clients and to improve internal efficiency

## Professional Experience

**Enterprise Solutions, Technical Lead  
Senior Programmer/Analyst**

**2006-Present**

Citi Fund Services Canada, Global Transaction Services

Mississauga, ON

### General Roles and Responsibilities

- Produce high level application design, architecture, technical direction and strategy for current owned applications (listed below) and new projects
- Develop for and maintain a number of SharePoint sites housing custom built web applications tailored to specific client needs
- Manage and assign development tasks to team members and review their output
- Involved in requirements gathering with end users
- Technical writing (Business/Functional/Technical Requirements documents)
- Act as interface for the team with clients as well as other internal teams
- Manage third party vendor applications that support the mutual fund transfer agencies with a focus on setting up proper process for support and maintenance, dealing with audit requirements, as well as the roadmap for the future as the applications go end of life

### Core Application Ownership

- Internet Based SharePoint

Client Relations Portal	SharePoint publishing portal to collaborate with clients of the mutual fund transfer agency containing: <ul style="list-style-type: none"><li>• Custom C#.NET defect ticket logging system for clients</li><li>• Infopath forms for event sign-ups</li></ul>
Dealer Relations Portal	SharePoint publishing portal for communication between Dealer Relations and external mutual fund dealers containing: <ul style="list-style-type: none"><li>• Custom Windows Workflow Foundation driven blog which syncs active dealers from the backend system and drives item level authorization and email delivery</li><li>• Custom C#.NET application to track call logs and contact information for dealer relations</li></ul>
Project Portal	SharePoint team collaboration site collection for project teams to communicate with external clients

- Intranet Based SharePoint

iManage	SharePoint site housing a custom C#.NET application used for: <ul style="list-style-type: none"> <li>• Project management</li> <li>• SDLC tracking</li> <li>• Staff hour tracking</li> <li>• Support issues and defect tracking</li> </ul>
Internal Applications	Replacement for all internal Lotus Notes database applications
UnisenPulse	SharePoint publishing portal for Human Relations

- Third party vendor applications

ChequePro	Cheque printing application for the two mutual fund systems
Formscape	Enterprise report delivery application

### Key Achievements

- Grew the Enterprise Solutions team from a two member team working on a Visual Basic Windows application to a team of 8 working on both internal and client facing web based applications
- Personal recognition by the managing director of Citi Global Transactions Services for timely work in 2009 assisting with a Bisys Alternative Investment Services project
- Reputation for delivering projects on time and bug free
- Citi "On the Spot" recognition for work on the Client and Dealer Relations portals
- Consolidated all of the dealer relations legacy applications into a suite of applications available in a SharePoint portal

**2004-2006**

### Assistant Team Lead, Telecom System Test Engineer

Celestica

Toronto, ON

- Managed the test engineering team during a two month period, supporting the site's highest revenue product, a complex telephone switching product
- Led major revitalization project to improve department's most underperforming area
- Developed software to automate the test processes of the switching equipment
- Created various web tools including a web driven user interface used to remotely control the test process

### Education

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**Queen's University**, Kingston, Ontario, Canada

Bachelor of Applied Science, Computer Engineering (2006)

Bachelor of Science, Life Sciences Honour's with specialization in Neuroscience (2002)

### Academic Highlights

- Dean's List in Applied Sciences and Life Sciences
- Awarded the Principal's Scholarship (\$8000)
- Completed Applied Sciences degree with internship in 4 years instead of customary 5 years

### Extracurricular Activities

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- Avid breakdancer performing in competitions and for charity
- Application design for mobile devices
- Freelance web design

### References

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Available upon request