

# Brian Forrest

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## PROFILE:

Twenty plus years of information technology, operations and business management experience in Wholesale Distribution, Telecommunications, Custom Manufacturing and Retail Customer Service. Natural leader with a “hands-on” style, who can recruit, train, mentor and manage the required resources. Intuitive decision maker and creative problem solver with a proven ability to apply knowledge of business and business processes. Helps others better understand the business and make improvements to process as well as technology. Responsible and accountable for budgets as large as \$25 million and staffs as large as seventy five. Comfortable at all levels of management, confident, proven, a visionary.

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## SELECTED KEY ACCOMPLISHMENTS:

### INFORMATION TECHNOLOGY MANAGEMENT

- Analyzed then conceived a five year plan to build a new IT shop from the ground up. Persistent adherence to the details of the plan and solid support from stakeholders resulted in all goals being met under the timeline and under budget.
- Conceived the design, developed the plan then lead the project to build and implement a new Warehouse Management system under a two week time constraint. Results utilizing “open source” technologies meant a satisfied customer increasing business from \$2M per year to \$4M per year.

### STRATEGIC PROBLEM SOLVING/CONSULTING

- Accomplished due diligence analysis, strategic IT planning and implementation for six multi-branch U.S. based acquisitions. Results included expeditious migration to and adaptation of standard corporate systems and procedures.
- Conceived the concept to move our month-end closing dates to coincide with the industry standard. Executive buy-in and implementation resulted in an improvement of 2 days for the “average days to pay” of 5.5 days for the “average days outstanding”.
- Analyzed options and determined the best solution for linking new Corporate Headquarters facility. Resulting solution provided a high speed data link which allowed direct access to the main servers with the added bonus of simultaneous voice communication between the two locations.

### BUSINESS PROCESS RE-ENGINEERING

- Created documentation standards and procedures manuals for all business processes used by each of the 360 branch locations. Resulted in thousands of dollars in savings on training, forms and support costs.
- Evaluated old and authored new processes to coordinate the efforts of the Business Analysts tasked with the consumer and commercial telecommunications rating and billing solutions. Resulted in the “on-time” delivery of new products and their new revenue streams.
- Analyzed existing then conceived new processes that capture new data. Resulting data flow allowed management to better understand both new and existing customer requests and the impact they had on departmental workloads and staffing requirements.

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**EMPLOYMENT HISTORY****Interface Specialist**

ADP Canada ES Group (Toronto, ON) 2013-

- Promoted to Continuous Improvement Group to identify and implement process and integration improvements for both clients and internal teams
- Manage client's own data plus 3<sup>rd</sup> party input into time sensitive payroll processing system
- Perform audit of detail data inbound from client sources and outbound to client and 3<sup>rd</sup> party
- Design and perform testing of new interfaces and import programs to handle new functionality
- Support Payroll Specialists in data conversion, troubleshooting and problem solving of client's payroll demands and requirements

**Installation Supervisor**

IDLEWOOD CONTRATCING INC. / PEAK INSTALATIONS INC. (Dundas, ON) 2007-2011

- Liason between Retail store associates, installers and manufacturers.
- Worked through customer service, installation and product issues to create "win-win" resolutions
- Monitored installation activities including adherence to safety and quality of both labour and product
- Handled receiving of incoming goods, picked up supplies locally, loaded trucks for morning jobs

**Vice President, MIS****MIS Manager / Facilities Manager**

STOREIMAGE PROGRAMS INC.(Brantford, ON) 1996-2006

- Researched, analyzed and determined the best fit electronic forms package. Resulting solution and improved business processes paid for project in two months, generated 75% savings in annual pre-printed forms.
- Conceived, authored and deployed a three year IT Business Plan. Resulting in office growth from 70 PCs to a network of 150 PCs at four locations running 15 servers and web based applications.
- Created a security plan to address internet access and egress including "LINUX" based servers for Firewall, VPN and FTP, and leading edge "open source" software for remote access, fax and e-mail. Resulting in saving several thousand dollars.
- Listened, reviewed and changed existing preventative maintenance procedures to reduce maintenance and repair costs. Resulted in savings of 15-20% per year on facility and equipment maintenance costs.

**Senior Manager Financial Information****Manager of Revenue Systems Management**

UNITEL COMMUNICATIONS INC.(Toronto, ON) 1992-1996

- Received the Vice President's Award of Excellence my first year in the telecommunications industry.
- Selected and lead a team of business and test analysts in the design, testing and implementation of the provisioning and billing systems for the first competitive 800 service in Canada. Resulting "on-time" delivery of the systems allowed the new service to be launched as planned and usher in a new age of competitive commercial long distance services in Canada.

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**Data Processing and Systems Manager**

WESTBURNE SUPPLY INC.(Minneapolis, MN & Memphis, TN)

1980-1991

- Conceived then executed plan and procedures to automate over 50 branch offices with PC's and On-line Order Processing. Resulted savings included significant improvements to billing accuracy, cash flow cycle time and customer service.
  - Formulated and implemented a process for reviewing all telecommunications equipment and services. Achieved up to 30% annual savings on equipment costs and an additional 20-45% on local and long distance services, resulting in over \$100,000 in annual savings.
  - Organized and lead a team in the migration of two distinct Information Systems running at 22 branches into a new platform. Successfully trained users, resolved issues, and implemented the new systems resulting in "business as usual" Monday morning.
  - Designed and executed the plan to build, test and implement an automated Physical Inventory count system to replace a manual process used by some 60 branches. Resulting in yearly counts completed faster and more accurately, generating savings in excess of \$100,000 annually.
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**EDUCATION:**

MOHAWK COLLEGE, HAMILTON, ON

**3 Year Business Administration, Majored in Business Systems**

**Numerous Management, Regulatory and Technical courses taken.**