

DEAN F. STYLES, B.Sc, M. Eng, MBA, CISSP

2409 Duthie Avenue,
Burnaby B.C. V5A 2S4

e-mail: dean.styles@gmail.com

Land: 604.420.9692 Mobile: 778.885.6550

Strengths:

- Flexible Leader and Mentor - knows when to encourage and support, when to be strategic, when to be tactical, and when to be task focused and commanding.
- Effective Administrator – administrative procedures are not a maze that clever people must navigate to get things done, they are the platform clever people stand on to reach the stars.
- Focused Operations Manager – any change has been practiced so many times it is boring, automation and monitoring are king, design to minimize time-to-detect and time-to-repair.
- Enthusiastic R & D Manager – always have a development environment where clever staff can prove their ideas and visions.
- Skilled Teacher and Student – learns quickly, able to reduce technical jargon to its essentials, and teach technical material effectively.
- Strong Communicator – honest and open with goals and plans, effective at communicating strategy and efficient at delegating planned tasks.

Work Experience:

Sooty Solutions

www.sooty.ca

Partner/Architect/Developer

Offers confidential consulting services to help business managers understand and control their information technology. Provides assessment services for security, business continuity planning, systems and application performance. Specializes in project assessment and troubled project recovery.

Projects

- Designed and implemented a replacement account management and usage tracking system for a telecom services company. Outcome: Replaced an unreliable system running on obsolete hardware with current technology that offered automated backups, remote account management using IVR or internet access, and a transaction browser that permitted rapid resolution of customer complaints. While the application was a complete rewrite customers of the system were cutover with negligible disruption.
- Designed and implemented performance reports on an equipment maintenance system used by a large shipping company. Outcome: Replaced a process that took days of manual effort with a data driven database extract that in seconds created an easy to read spreadsheet.
- Recovered a failing front end to a service order application used by a large oil company. Outcome: A brittle application with no documentation was analyzed, repaired and documented. Company staff were trained and the application was restored to a robust component in their integrated order processing system.
- Recovered a fragile call management system for a medical services company. Outcome: The application was analyzed, repaired and enhanced and with training company staff were able to maintain the application themselves.

ISM-BC

Consulting Analyst

The large business system I managed in Telus was out-sourced to a newly created Telus subsidiary called ISM-BC. My staff and I were transferred along with the system. After my system was sunset and replaced by SAP I moved on to implementation and coordination of enterprise wide projects and outsourcing transitions in the Unix Services department of ISM-BC.

Security and Disaster Recovery Projects

- Designed and implemented license compliance and security monitoring tools for several large ISM clients. Outcome: Convinced clients to put resources into monitoring and awareness training on the risks of shared accounts and copied software.
- Designed and implemented tools for monitoring the quality of backup images from enterprise backup (NetBackup). Outcome: Influenced backup group to focus their efforts on events that most threatened backup image quality and recovery success.
- Out-sourcing transition team member for new ISM clients. Responsible for operations planning, security audits, security plan implementation, and disaster recovery planning.

Operations Management

- Managed system/network operations and security for a large (2000+ users) business system as it was out-sourced, converted to SAP, and sunset. Outcome: Maintained operational integrity and data quality during the conversion process and sunset the system with less than \$20,000 in outstanding transactions. Provided secure inquiry-only access to historical data in support of SAP managed business.
- SAP conversion team member – data conversion and configuration for sales order processing and inventory management, setting up daily, weekly, monthly batch processing. Outcome: Successful conversion of all customer records and customer transactions to SAP.
- Coordinated the implementation of enterprise backup (NetBackup) for roughly a hundred Unix servers managed by ISM-BC. Outcome: Provided a consistent backup and recovery methodology for all servers.
- Assessed Help Desk operations for performance and effectiveness. Outcome: Influenced executive to provide appropriate staffing levels and job duties for this group substantially reducing Help Desk staff turnover.

Telus

Computer Services Manager

I joined Telus to help create a business system for the emerging competitive businesses forced by the CRTC on the Telus monopoly. After design and implementation, I was given the responsibility for systems and network operations management, capacity planning, and disaster recovery planning for in this rapidly expanding and successful system.

Security and Change Management Projects

- Designed and managed an automated creation of user access and menu profiles by employee supervisors based on the employee master file. Outcome: Convinced senior management to approve a local control with enterprise monitoring methodology that provided rapid turnaround of access requests. Provided auditors with an automatic identification of users who violated accounting standard separation of duties.
- Designed and implemented an automated audits of network assets. Outcome: Rapidly identified new network installations and suspicious remote access points.

. . . Telus continued on next page

Telus Security Projects continued

- Designed and supervised the tracking system for application testing, promotion and fault handling. Outcome: Enforced unit testing methodology for development staff, provided uniform system integration testing for all developers, and provided instant automated email notification of application failures directly to the subsystem developer. Often developers were calling users about application faults before the users even aware of the failure.
- Designed and managed the development of interface methods to allow the secure network transfer of enterprise-wide business data over some 50 separate interfaces between our business system and other midrange and mainframe applications for cooperative processing and data consolidation. Outcome: Our system became the hub for secure access to data with guaranteed data integrity. Ours was the only system trusted to provide automated subledger access to the mainframe based corporate G/L.
- Designed and implemented mirrored backup system. Outcome: Allowed our system to be available 7 days x 23:59 hours with automated testing and development instance refresh.

Operations Management

- Guided the development of a major business system as it grew from a base of 30 users to over 2000 users and from \$40 million in transactions to over \$800 million in transactions. Outcome: Provided Telus with transaction management and business performance monitoring as they moved from a monopoly business model to a competitive environment.
- Prepared business cases, planned and installed new computer and network capacity, researched and implemented new technologies, managed \$400K annual capital budget. Outcome: Influenced senior management understanding of the importance of a retail business systems resulting in their support for ten years of system expansion.
- Negotiated with vendors using RFI/RFP/RFQs, reviewed responses, selected vendors, and negotiated final contract deliverables for hardware, software and licensing. Outcome: Obtained vendor resources at the best possible price and provided our development staff with vendor funded equipment and services to support their R&D efforts.
- Managed and mentored support and technical staff.
- Directed unionized clerical staff and defined security policies and operations procedures.
- Won: the *Team Leadership Award* and the *Significant Achievement Award*

Digital Equipment of Canada ***Principal Software Specialist***

I joined DEC as a specialist in real time, engineering and industrial systems. After obtaining my MBA and as my experience grew I moved into the role of a systems generalist advising on the business impacts and policies for operations, security, disaster recovery, and availability.

- Consultant to B.C. hospitals agency for startup of data systems at multiple hospitals.
- Consultant to B.C. colleges during setup and startup of the X.25 Colleges network.
- Project leader for two of seven subsystems on a large (\$40 million) U.S. Air Force contract.
- Onsite DRP consultant to a large electric equipment supplier in Numazu, Japan.
- Security advisor during installation and startup of many new customer systems.
- Security auditor for systems suspected of suffering security breaches or internal tampering.
- Presented 2-day seminar on Performance Management at a national computer conference.
- Instructor for Operating Systems Internals and Device Driver Internals courses.
- Mentor for new hires and junior project staff.
- Twice Won: the *Software Services Excellence Award*

Certifications:

Certified Information Systems Security Professional

International Information Systems Security Certification Consortium (ISC)²
CISSP Certificate No: 26689

Associations:

Information Systems Security Association

Treasurer (see vancouver-issa.org and click on "Executive" link)

West Coast Security Forum (see Volunteers tab at wcsf.com)

2005 Planning Committee Member
2006 Planning Committee Member
2007 Planning Committee Member

Education:

Advanced C++ Programming Courses

British Columbia Institute of Technology
COMP 3475 and 4475 (C++ and C++ STL)

Masters of Engineering

Simon Fraser University
Thesis: "An Investigation of Multiple Vacuum Thermionic Field Effect Devices
on a Ceramic Substrate" ([TK 7871.15 C4 S89 1996](#))

Masters of Business Administration

University of British Columbia
Thesis: "Sources of Funding and Support for Expansion of Local Industries
to the International Marketplace"

Diploma of Instrumentation and Systems

British Columbia Institute of Technology

Bachelor of Science in Physics (Honours)

Simon Fraser University

Technical Skills:

(See the Sooty www.sooty.ca/income-trusts.html page for a sample)

Programming Languages: C/C++, Fortran, Visual Basic (vb, vbs, vba), ABAP

Databases: Oracle/RDB, Oracle 8i, SQL Server, ISAM, MySQL, Mumps

Operating Systems: Beowulf & VMS Clusters, DEC Unix, RedHat Linux, OpenBSD, Windows

Applications: IVR, Transcom (Baan), Xentis 4GL, NetBackup, SAP (Scheduling), MS Office
Real Time, FEM, LP, Non-linear Optimization, Queuing Simulation

Networking: Sniffers, Firewalls, Intrusion Detection, Encryption, Web Crawlers, Site Parsers