



(Digital) Operations & Security

Experience



Profile of
TIMOTHY GRAYSON

Timothy Grayson is a proven, high-performance executive who creates innovative products and transforms businesses. His passion for excellence motivates teams to peak performance and exceptional results. He is a leading-edge thinker and confident, strategic decision-maker in uncertain (and chaotic) environments. A successful negotiator, Timothy can create win-win outcomes and breakthrough opportunities. He is a dynamic, visionary leader who makes sense of challenging circumstances to deliver results.

Timothy Grayson is a transformational leader with practical skills as a product developer, strategist, and change Manager and decades of enterprise Information Technology (IT) experience. Earlier, he gained experience in the small/mid-size sector. He holds an MA (History) and B.Comm (Hons) in addition to several certifications.

Mr. Grayson has been directly responsible for commercial deliverables, including business creation, organization, and profit/loss. He has been particularly effective where design, implementation, and leadership of organization, technology, or mandate change are demanded. From a technical perspective, Mr. Grayson has demonstrated hands-on information and technology architecture capabilities. He is an advocate of AGILE development and LEAN processes.

Mr. Grayson is an exceptional problem solver with strong interpersonal and communication skills. He has excellent leadership and coaching abilities even in cross-functional and multi-cultural environments.



TIMOTHY GRAYSON

Proven, high-performance professional with broad history of business transformation and digital innovation. Multi-discipline advisor and coach inspires executive and employee teams to exceptional results. Influential communicator, successful negotiator, and patient guide through complex concepts. Expert at envisioning information technology used for operational and commercial gain. Strategic thinker and confident decision-maker. Untangles challenging circumstances and delivers results.

KEY STRENGTHS

- ⤴ Compelling, Persuasive Communicator
- ⤴ Rigorous, Creative Thinker
- ⤴ Energetic, Collaborative Team Player
- ⤴ Product and Business Innovator
- ⤴ Visionary Strategic Planner
- ⤴ (Digital) Transformation Leader

SELECTED ACCOMPLISHMENTS

- Designed and replaced an aging product with a secure, Cloud collaboration system.
- Organized and transformed e-bill delivery product, processes, technology for 50% cost reduction and 30% sales velocity increase.
- Led \$3M technology/process-transforming service, affecting ~20,000 retail lanes, for new revenue and strategic advantage.
- Created/presented multiple CEO-level strategic plans.
- Administered governance, policy, and KPI targets/analytics for \$3B business unit.
- Started an online travel business, creating an extensive package/cruise directory and search engine.
- Awarded 2 technology patents by US Patent and Trade-mark Office (2011-13).
- Accomplished public speaker and author.

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| <i>Professional services:</i> | <ul style="list-style-type: none">• <i>(Digital) Transformation Strategy and Architecture</i>• <i>Change Management</i>• <i>Business process re-engineering</i>• <i>Business/Enterprise Architecture</i>• <i>Business Analysis</i>• <i>Planning and (Agile) workshop facilitation</i> |
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Security Clearance: Secret (File No: 95908422-0001670465 ; Expires: 6 Jan 2025)

Language: English, adequate French, basic Spanish

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1. **SHARED SERVICES CANADA** Jul 2020 – Apr 2022
Provided change management strategies and plans for the Quality Management Program to improve the management of project/service performance/quality. Included needs assessments, sponsorship, leadership competency, defining/implementing performance-based management, etc. Created and delivered presentations to stakeholders from working level to executive.
 2. **ROGERS COMMUNICATIONS** Apr 2016 – July 2017
Various projects in and around the development of Cloud and “other as a Service” technology offerings including IaaS and several SaaS services such as Security. Also provided leadership and guidance to the development of Large/Complex Deals management process, including direct leadership of the first \$25M-sized complex deal for multiple aaS offerings to a customer transforming from on prem.
 3. **ESDC** Oct 2015 – Mar 2016
Assisted with information analysis for configuration and setup of the SharePoint part of a hybrid SharePoint/GCDOCS EDRMS implementation. After the first deployments, the project determined a need to make in-course corrections, expanding my role to lead an AGILE-based change and restructuring.
 4. **Health Canada, Consumer Product Safety Directorate** Jan 2016 – Mar 2016
Performed nation-wide, multi-stakeholder assessment of technology tools/processes associated with CBSA *ad hoc* border referrals to determine the feasibility of amalgamating existing and ideal functionality into the RADAR case management system. Re-engineered processes to proposed technology integration.
 5. **Canada Post – The Virtual Post Office ID Management** Feb 2014 – Oct 2014
Standard ICAM (Identity, Credential, Access Management) development, deployment, and change management for internal single sign-on to enable the service beyond Canada Post. Re-engineered and deployed processes for multiple stakeholders, applying change management to internal/external users.
 6. **Canada Post – Corporate Access Renewal/Single Sign-On** May 2013 – Oct 2014
A Canada Post Group-wide single sign-on initiative was developed to enhance usability and raise digital security/systems efficiencies for all users, including an overhaul and synchronization of the terms and conditions for all web services, with complete migration change management for major customer users.
 7. **Canada Post – SmartFlow/epost system security rationalization** Mar 2012 – Sep 2014
A multi-functional, enhanced security rationalization/standardizing upgraded technology/business processes to keep systems compliant with various security standards, including Government Standard Policy. Required change management of unionized labour and executive leadership.
 8. **SmartFlow API/Web service development** 1 Oct 2013 – 30 Sep 2014
Refactor core code and create common Application Programming Interfaces so channel partners/customers could integrate SmartFlow (epost) services with their own software and systems. Included customer/user consultations and an extensive design and architecting project to assess server-side v. application side Web service development alternatives.

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9. **Canada Post – epost product rationalization and streamlining** Feb 2013 – Feb 2014
A cross-functional team of sales, operations, customer relations, technology, and product rationalized epost mailer setup processes from 12 variants to only 2. All processes, contracting, technical, support, and documentation were simplified as part of a 2-year customer and internal operations change program.
 10. **Canada Post – SmartFlow Self-Serve onboarding rationalization** Mar 2011 – Dec 2013
A multi-stage, multi-year project created alternatives for epost customer onboarding and integration. A product/business roadmap was developed. This project initiated an extensive re-engineering of internal processes and long-term change management program for internal/external users.
 11. **SmartFlow data-mapper** 1 Jun 2012 – 30 Sep 2013
A simple, graphic tool to assist *epost* mailer customers to correctly connecting data fields within customer billing systems to appropriate fields and tags within the *epost* system. Constituted a customer evaluation, prototyping, and technology assessments of different approaches.
 12. **Canada Post – PosteCS decommission** Jul 2011 – Jul 2013
A ten year old secure email product, PosteCS, served public/private sector customers (e.g., Canada Post, Health Canada, Bank of Canada) had to be sunsetted. Migration to epost Connect comprised technology architecture, development, and customization plus customer change management and communications.
 13. **Electronic Postmark datacentre migration** 1 Apr 2011 – 30 Jun 2012
The Electronic Postmark (EPM) is a time stamp signed with the Canada Post digital signature. It is an elaborate application with multiple service calls that can make the EPM a notorial-quality, encrypted archive. For efficiency and to raise the service level, the application was flawlessly migrated to an integrated data centre.
 14. **Canada Post – e=P digital geography network topology evolution** Nov 2009 – Nov 2011
Creation of a combined electronic/physical addresses network, connecting epost to the Canadian physical address directory. Required system redevelopment and integration to citizen identity credential/account stores. Developed and implemented extensive technology, data, and integrity-compliance processes.
 15. **"Grayson Estates"** 1 Jul 2008 – 28 Feb 2009
A feasibility study that explored recapturing costs of postal infrastructure deployment for new residential/commercial developments. Considered legal rights, economic considerations, market acceptance potential, implementation process changes, and path to cash, along with constraints and challenges.