Mark Borden

BA, MLIS

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RELEVANT WORK EXPERIENCE

KnowledgeNow, Remote — *Director, Learning Technology*
July - PRESENT

Contracted as a Senior Project Manager specializing in large retainer clients

· Conducted strategic meetings with clients to effectively design, plan, and schedule comprehensive two-week sprint cycles.

· Oversaw budgetary aspects, ensuring optimal efficiency and use of retainer hours, aligning with overall project financial goals.

· Spearheaded the trial and implementation of cutting-edge budget and sprint tracking software, aiming to drive decision-making processes f

10up, Remote — *Senior Project Manager*
April 2023 - July 2023

Contracted through my corporation as a Senior Project Manager specializing in large retainer clients.

· Conducted strategic meetings with clients to effectively design, plan, and schedule comprehensive two-week sprint cycles.

· Oversaw budgetary aspects, ensuring optimal efficiency and use of retainer hours, aligning with overall project financial goals.

· Spearheaded the trial and implementation of cutting-edge budget and sprint tracking software, aiming to drive decision-making processes for senior leadership.

Northern Commerce, London — *Senior Project Manager*
December 2021 - April 2023

Lead clients through discovery in building eCommerce stores using BigCommerce, Shopify, and Magento.

· Managed a highly-complex build that included two separate BigCommerce stores, a custom-developed middleware solution to connect SalesForce to the platform, and a WordPress site.

· Piloted a new offering at Northern, a custom order management system middleware, to serve as a template for future projects.

Thames Valley District School Board, London — *Supervisor, Applications*
January 2021 - December 2021

Supervised a team of six developers, six support agents, and one team coordinator in a unionized environment.

EDUCATION

Western University, London— Professional Certificate in Project Management

September 2018 - December 2020

Western University, London — Master of Library & Information Science (MLIS)

April 2013 - December 2014

Ryerson University, Toronto — Criminology, Bachelor of Arts (BA)

September 2007 - May 2011

AWARDS

Donald K. Norrgard Award (2014)

Based on academic excellence and accomplishment in the areas of information technologies and systems. Awarded through the Faculty of Information & Media Studies at The University of Western Ontario.

• Managed the development of the TVDBS' online covid-screening tool used by 80,000 students daily.

• Oversaw the development of a new HR system to allow over 10,000 TVDSB staff to upload their Covid vaccination receipts and rapid testing results.

• Managed the administration of the board Learning Management System as school closures required students to move to remote learning multiple times during the school year.

Let's Talk Science, London — *Web Operations Manager*
March 2020 - January 2021

Managed, coached, and mentored a web and software development team including three developers, a business analyst, and a quality assurance specialist

• Managed the development of a custom-built volunteer management system which is used by 10,000 volunteers at more than 30 Canadian universities across the country.

• Received a perfect score from my team on an anonymous survey elevating my performance as their manager.

• Oversaw the technical components of the [Living Space](#) Project – a resource developed in conjunction with the Canadian Space Agency to facilitate coding in the classroom.

Let's Talk Science, London — *Web Projects Coordinator*
January 2018 - March 2020

Lead project intake, discovery, and execution of all web or software development projects for the organization

• Created a new Change and Release Management process and trained the entirety of the organization on how to submit work requests.

• Oversaw the development of Let's Talk Science's [corporate site](#) which included a migration of four DotNetNuke (DNN) sites into a single Drupal instance.

Let's Talk Science, London — *Web Content Coordinator*
July 2017 - December 2017

Coordinated the updating and managing of content for all Let's Talk Science web properties within content management systems

• Created an entirely new publishing workflow that increased content being added to the site from weekly to daily.

• Conducted User Experience (UX) research including facilitating focus groups, creation of survey instruments, and data analysis of results for our [Tomatosphere](#)website relaunch.

Let's Talk Science, London — *Web Content Assistant*

September 2015 - July 2017

Worked closely with the front-end developer to establish best practices for Let's Talk Science's digital properties

· Completed a comprehensive AODA audit of the organization's four websites and prepared a report for the front-end developer to bring us to level A compliance.

Western University, London — *Document Processor*

November 2014 - March 2015

Identified, processed, and tracked all documents submitted to the Undergraduate Admissions Office by applicants
· Created technical documentation on Laserfiche to support the training of other staff.

Workplace Safety and Insurance Board (WSIB), Toronto — *Scan and Index Representative*

December 2011 - January 2013

Scanned all incoming claims-related mail into the priority queue system via an industrial batch scanner

· Exceeded my daily quota by over 100% throughout the entirety of my time in the Scan and Index Representative role.