JOEL FRENETTE

(561) 400-1460, in Delray Beach, Florida, 33445   *joelfrenette@gmail.com*
https://linkedin.com/in/joelfrenette   *https://JoelFrenette.com*

Results-driven Senior IT Program Manager with an MBA and extensive certifications including PMP, SMC, and ITIL. Offering over 21 years of hands-on experience in IT service and support, adept at leading teams and managing successful projects. Committed to cost-savings, knowledge sharing, and adding significant value to business growth.

Languages spoken: English, French, Italian and Spanish.

Key skills include:

Program management   -   Project management   -   Stakeholder management
Software Development Life Cycle (SDLC)   -   Vendor management   -   Leadership
Strategic planning   -   Business Analysis   -   Team Leadership

WORK EXPERIENCE

Senior Information Technology Program Manager - HairClub, Boca Raton, FL   *02/2019 - present*
- o Spearheaded comprehensive cost savings initiatives totaling in $1.2 million in savings by end of 2023.
- o Manage a portfolio of technology projects valued at $2.25 million in various stages of the project lifecycle, including initiation, planning, execution, monitoring, and closure.
- o Successfully implemented Refersion referral program and influencer marketing program resulting in sales growth from $100K to $850K annually.
- o Collaborate with stakeholders to define project scope, objectives, and deliverables, and ensure alignment with the organization's strategic goals.
- o Develop and maintain project schedules, budgets, and resource plans, and provide regular status updates to senior leadership and other stakeholders.
- o Successfully integrated Choice Pay loans, resulting in a revenue increase of $1 million annually.
- o Spearheaded and successfully executed IT service transformation program, resulting in a 30% reduction in customer support issues and a 25% increase in customer satisfaction scores.
- o Upgraded all 98 centers' technology within 6 months, and completed $2 million under budget, including Cisco Meraki Firewalls, Cisco Meraki Switches, AP's, Dell PC's, Android Tablets, and HP MFP's.
- o Realized savings of $500K per year with Telecom cost savings project.

Information Technology Program Manager - HairClub, Boca Raton, FL   *02/2018 - 02/2019*
- o Implemented automation solutions that saved an average of 15 hours per week, resulting in an annual cost savings of $50,000 and increased team productivity by 20%.
- o Successfully deployed UltiPro Timeclocks in 98 centers within 90 days for a cost of less than $120,000.

Information Technology Business Mentor – Global Mentoring Solutions, Toronto, ON, Canada *03/2017 - 01/2018*
- o Rapidly supporting over 1100 small business clients through our collaboration with over 110 different MSP partners across North America, Europe, and Asia.

Information Technology Project Manager – Massage Addict, Toronto, Canada   *08/2015 – 02/2018*
- o Managed the growth from 22 to 82 clinics across Canada on time and on budget.

Computer System Support Analyst - HairClub, Boca Raton, FL   *03/2011 - 07/2015*
   o   Increased my daily ticket close rate until I was top of the support desk, even while training new staff.

Computer System Support Analyst – Rogers Communications, Moncton, NB, Canada   *05/2008 - 11/2010*
   o   Thrived in a fast-paced call center as team leader and support instructor for all technologies, including Wi-Fi,
       WiMAX, 3G/4G/LTE cellular, PVR, Cable, Hybrid Coax-Fiber, and home security systems.

Field Service Technician – PeopleToGo, Montreal, QC, Canada   *12/2002 - 11/2010*
   o   As project team leader, I successfully upgraded several large retail companies like Best Buy, The Source, Office
       Depot, Future Shop, and others, from IBM and NCR to Interact & Ingenico POS.
   o   Specialized as Dell @ Home support technician for McGill and Concordia University students.

Field Service Technician – Getronics, Montreal, QC, Canada   *12/2002 - 09/2004*
   o   As project team leader, I successfully upgraded National Bank of Canada branches from Token Ring to Ethernet,
       from Novell Netware to Windows NT, from Lotus Notes to Microsoft Exchange.
   o   As project team leader, I successfully upgraded Credit Union branches from IBM MAU switches to Cisco Catalyst
       switches, and OS/2 Warp to Windows 2000 operating systems.

EDUCATION

MBA in Project Management – Universidad Isabel I, Barcelona Spain   *08/2023 - present*
Bachelor of Science in Information Systems – Oneida University, Oneida, New York   *06/2013*

CERTIFICATIONS

AI for Project Management – Institute For Leadership Excellence& Development Inc.   *01/2024*
PMP – Project Management Professional – PMI.org   *12/2016*
SMC - Scrum Master Certified - SCRUMstudy   *05/2018*
SFC – Scrum Fundamentals Certified - SCRUMstudy   *05/2016*
Project+ - CompTIA   *08/2014*
ITIL – EXIN Foundation   *08/2013*
Cybersecurity: Managing Risk – Harvard Kennedy School, Cambridge, Massachusetts   *12/2018*
JBM – Japanese Business Management, EdX.org   *08/2023*
Strategic Planning Certificate – EBS, Edinburgh Business School, Edinburgh, Scotland   *12/2021*
Economics Certificate – EBS, Edinburgh Business School, Edinburgh, Scotland   *12/2020*
BCPM - Blockchain Project Management – Blockchain Training Alliance   *05/2022*
DCSE – Dell Certified Systems Engineer – Dell DTT   *12/2011*
Security+ - Cybrary   *12/2018*
PCI/ DSS Compliance - Cybrary   *12/2018*
ICND - Interconnecting Cisco Networking Devices – CDI College, Montreal, QC, Canada   *12/2005*
Network+ - CompTIA   *12/2005*
Server+ - CompTIA   *08/2005*
A+ - OS Technologies - CompTIA   *12/2002*
A+ - Core Hardware - CompTIA   *08/2002*
Computer Network Support Technician – CDI College, Vancouver, BC, Canada   *05/2002*

ASSOCIATIONS

ASP – Association for Strategic Planning, members since   *07/2020*
IIBA – International Institute of Business Analysts, member since   *07/2018*
PMI – Project Management Institute, member since   *07/2014*