JOEL FRENETTE

Chief Technical Offer (CTO) with PMP, SMC, ITIL and over 22 years' IT Experience

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SUMMARY

I am a results-driven **CTO,** currently enrolled in a dual **MBA** with extensive certifications including **PMP**, **SMC**, and **ITIL**. Offering over **22 years** of experience in IT. Adept at leading teams and managing successful projects in the infrastructure, cybersecurity, compliance, data analytics and artificial intelligence spaces. Committed to adding significant value to all projects.

IT EXPERIENCE

Chief Technical Offer (CTO)
Boca Raton, United States

TravelFun.Biz
02/2019 - Present

- Implemented the GoHighLevel CRM with our Website, Web chat, Social Media, Text and Email campaigns integrations
- Created Award-winning Agent Training Programs with AI, Hosting and Social Media training video LMS content

Senior Technical Program Manager (TPM)
Boca Raton, United States

HairClub
02/2018 - 09/2024

- Managed a portfolio of over 50 high-value IT projects per year with a combined budget exceeding $4.2 million
- Salesforce rollout. Led multiple Scrum teams in a 9-month deployment of Salesforce. This improved the consultation experience and implemented virtual consultations for clients and consultants, as well as campaigns and journeys
- RingCentral dialer project. Deployed over 9 months to replace BrightPattern & SightCall in our call center
- Created and Implemented cost-savings strategies totalling over $3.4 million per year in annualized savings from Opex

Digital Project Manager (DPM)
Delray Beach, United States

WebDesigns99.com
02/2018 - Present

- Spearheaded the end-to-end project management for multiple web design projects, ensuring on-time and within-budget delivery. Implemented agile methodologies, improving project efficiency and reducing development timelines by 30%

IT Project Manager (PMP)
Toronto, Ontario, Canada

Massage Addict
08/2015 - 01/2018

- Massage Addict, Canada's largest massage therapy company, I managed the growth from 22 to 72 locations across Canada

IT Business Mentor (MSP)
Toronto, Ontario, Canada

Global Mentoring Solutions
03/2017 - 01/2018

- Quickly supporting over 1100 clients from over 110 different MSP partners across North America, Europe, Asia and Australia

Computer Systems Analyst (CSA)
Boca Raton, United States

HairClub
03/2011 - 07/2015

- Achieved top IT department ticket-closing status by resolving over 450 tickets monthly and mentoring support technicians

Computer Systems Analyst (CSA)
Moncton, New Brunswick, Canada

Rogers Communications
05/2008 - 11/2010

- Managed a night shift team of 6 for Canada's largest provider of cellular, cable television, Internet and phone services
- Trained 23 agents in Internet, Home Security & Cable TV support

Field Technical Engineer (FTE)
Montréal, Québec, Canada

PeopleToGo
12/2002 - 11/2010

- Successfully upgraded POS systems for 5 major retail clients, enhancing customer transaction efficiencies
- Completed Lotus Notes to Outlook migration for a banking client named Caisse Populaire
- Boosted network efficiency by 30% by migrating banking client from Token Ring to Ethernet

Field Technical Engineer (FTE)
Montréal, Québec, Canada

Getronics Canada
12/2002 - 09/2004

- Upgraded Cisco routers for a major retail client, impacting over 150 store locations nationwide
- Completed OS Warp 3.5 and Novel NetWare to Microsoft 2000 migration for National Bank of Canada

ACHIEVEMENTS

What am I proud of?

Since my twenties, I lived and traveled to over 90 countries while working on cruise ships, hotels and resorts

What are my hobbies?

I love traveling, cruising, golfing, fishing, sailing, power boating, scuba diving, snowboarding, and adventure racing

SKILLS

Project Management:
Budgeting, Scrum, Agile, Waterfall, Risk Management, Cross-Functional Team Leadership, Kanban, Lean, Sprint Planning

Technical:
Microsoft Office Admin, SharePoint, Microsoft Project, Azure DevOps, Teams, Visio, GitHub, Smartsheet, JIRA, Monday, ClickUp, Asana, Trello, ZenDesk, SolarWinds, Carbon Black, Symantec, Sophos, RingCentral, NIST CSF, PCI DSS, Kali Linux, Wireshark, Metasploit, Salesforce, HubSpot, GoHighLevel, MailChimp, Aweber, GetResponse, WHMS, CPanel, DNS, AWS

Analytics & Reporting: Business Analyst, Power BI, SQL, Python, SSRS, Advanced Excel, Google Analytics

EDUCATION

MBA & Masters Project Management
Universidad Isabel I

Barcelona, Spain
2021 - Present

Cybersecurity: Managing Risk in the Information Age
Harvard Kennedy School

Cambridge, Massachusetts
2018 - 2018

Bachelor of Science in Information Technology
Oneida University

Oneida, New York
2010 - 2013

CERTIFICATIONS

Project Management Professional (PMP)
PMI.org is the leader in project management

Scrum Master Certified (SMC)
Certified Scrum Masters lead teams in project management, web design, product development, and software engineering

Cybersecurity Foundations
Google

Cybersecurity Manage Security Risks
Google

CompTIA (Project+)
CompTIA

Microsoft Copilot Studio in a Day (CSIAD)
Microsoft

Generative AI for Project Managers
Project Management Institute

AI Made Simple: A Practical Guide
Institute for Leadership

IT Service Management (ITIL v3)
EXIN Foundation

Dell Foundations v.10 (DCSE)
Dell Technician Training

Microsoft (MCP)
Microsoft Certified Professional

Microsoft PowerBI Dashboard in a Day (DIAD)
Microsoft

ASSOCIATIONS

PMI Project Management Institute
A member of the leading project management organization since 2014

IIBA International Institute of Business Analysts
A member of the leading business analysts' organization since 2018