

# JOEL FRENETTE

Delray Beach, Florida, 33445 - (561) 400-1460

<https://linkedin.com/in/joelfrenette>

[joelfrenette@gmail.com](mailto:joelfrenette@gmail.com)

<https://JoelFrenette.com>

Results-driven Senior Computer Systems Analyst 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 mentorship, knowledge sharing, and adding significant value to business growth. Key skills include:

Program management	-	Project management	-	Business process improvement
Risk management	-	Stakeholder & Vendor management	-	Problem-solving
Strategic planning	-	Technical documentation	-	Technical knowledge

## WORK EXPERIENCE

*Senior Computer Systems Analyst - HairClub, Boca Raton, FL* *02/2021 - present*

- Manage a portfolio of technology projects valued at \$4 million in various stages of the project lifecycle, including initiation, planning, execution, monitoring, and closure.
- Spearheaded comprehensive cost savings initiatives totaling in \$2.2 million in savings by end of 2023.
- Successfully implemented Refersion referral program and influencer marketing program resulting in sales growth from \$100K to \$850K annually.
- Collaborate with stakeholders to define project scope, objectives, and deliverables, and ensure alignment with the organization's strategic goals.
- Develop and maintain project schedules, budgets, and resource plans, and provide regular status updates to senior leadership and other stakeholders.

*Information Technology Program Manager - HairClub, Boca Raton, FL* *02/2020 - 02/2021*

- Successfully integrated Choice Pay loans, resulting in a revenue increase of \$1 million annually.
- 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.

*Information Technology Project Manager - HairClub, Boca Raton, FL* *02/2019 - 02/2020*

- Realized savings of \$500K per year with Telecom cost savings project.

*Computer System Analyst - HairClub, Boca Raton, FL* *02/2018 - 02/2019*

- 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*

- 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*

- 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*

- 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*  
 ○ 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*  
 ○ 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.  
 ○ Specialized as Dell @ Home support technician for McGill and Concordia University students.

*Field Service Technician – Getronics, Montreal, QC, Canada* *12/2002 - 09/2004*  
 ○ 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.  
 ○ 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 – European Business School of Barcelona, Barcelona, Spain* *Graduation Year – 2023*  
*Bachelor of Science in Information Systems – Oneida University, Oneida, New York* *Graduation Year – 2013*

## **CERTIFICATIONS**

<i>Strategic Planning Certificate – EBS, Edinburgh Business School, Edinburgh, Scotland</i>	<i>Certification Year - 2021</i>
<i>Economics Certificate – EBS, Edinburgh Business School, Edinburgh, Scotland</i>	<i>Certification Year - 2020</i>
<i>Cybersecurity: Managing Risk – Harvard Kennedy School, Cambridge, Massachusetts</i>	<i>Certification Year - 2018</i>
<i>SMC - Scrum Master Certified - SCRUMstudy</i>	<i>Certification Year - 2018</i>
<i>Security+ - Cybrary</i>	<i>Certification Year - 2018</i>
<i>PCI/ DSS Compliance - Cybrary</i>	<i>Certification Year - 2018</i>
<i>PMP – Project Management Professional – PMI.org</i>	<i>Certification Year - 2016</i>
<i>SFC – Scrum Fundamentals Certified - SCRUMstudy</i>	<i>Certification Year - 2016</i>
<i>BCPM - Blockchain Project Management – Blockchain Training Alliance</i>	<i>Certification Year - 2022</i>
<i>Project+ - CompTIA</i>	<i>Certification Year - 2014</i>
<i>ITIL – EXIN Foundation</i>	<i>Certification Year - 2013</i>
<i>DCSE – Dell Certified Systems Engineer – Dell DTT</i>	<i>Certification Year - 2011</i>
<i>ICND - Interconnecting Cisco Networking Devices – CDI College, Montreal, QC, Canada</i>	<i>Certification Year - 2005</i>
<i>Network+ - CompTIA</i>	<i>Certification Year - 2005</i>
<i>Server+ - CompTIA</i>	<i>Certification Year - 2005</i>
<i>A+ - OS Technologies - CompTIA</i>	<i>Certification Year - 2002</i>
<i>A+ - Core Hardware - CompTIA</i>	<i>Certification Year - 2002</i>
<i>Computer Network Support Technician – CDI College, Vancouver, BC, Canada</i>	<i>Certification Year - 2002</i>

## **ASSOCIATIONS**

<i>ASP – Association for Strategic Planning</i>	<i>Association Year – 2020</i>
<i>IIBA – International Institute of Business Analysts</i>	<i>Association Year – 2018</i>
<i>PMI – Project Management Institute</i>	<i>Association Year – 2014</i>