Joel McCradden

Business Analyst & Solution Architect

Joel is an experienced professional with over 20 years of generating personalized digital solutions for international corporations through strong client relationships. He has lead teams implementing data-driven solutions and architecture for high-profile health organizations, as well as in national and international retail, trucking, and education industries. More recently, Joel has built experience working in business solutions involving artificial intelligence and machine learning solutions in Australia. Joel excels as a collaborator and communicator, developing data-driven systems with a client-focused mindset.

- Implementation and technical support for data systems in Canadian and American healthcare systems (The Hospital for Sick Children, Boston Medical Center, St. Joseph's Healthcare Network)
- Development, testing, and deployment of digital systems to further the needs of, the largest Canadian retailer trading in household goods, furniture, and automotive goods
- Consolidate and analyse financial and marketing data to provide recommendations to achieve company objectives
- Organize multi-team needs and requirements for companywide gift card program replatforming
- Align competing priorities across many projects designed to improve customer experience
- Improve customer experience with ecommerce solutions, Click&Collect, and Ship2Home implementations
- Manage support teams and central ticketing systems to promptly address client needs
- Liaison between customers and development teams to create, test and deploy precision products and features

Key Skills & Capabilities

- Project Management
- Multidisciplinary team coordination and collaboration
- Managing software systems implementation
- Strategic and Skills Gap Analysis
- Client-centred problem-solving
- Assessment and analysis of business metrics
- Data systems integration
- Disaster recovery and system fail-over strategies
- Presentation and Knowledge Translation
- Creation of technical manuals
- Agile methods
- Familiarity with artificial intelligence and machine learning tools

Qualifications

- Scrum Product Owner, Sumo Logic Certified
- Familiarity with multiple software systems, applications, and ticketing tools for software support and project management
- Hons BA Business Administration & Computer Science

Fragile to Agile