

Tuan has over 10 years in experience across the energy regulation, mobile telephony, and electronic engineering industries. He is experienced in software development, network administration and systems support.

Prior to joining ERA, Tuan had successfully started and operated an IT support and management company, servicing and supporting small to medium-sized companies in and around the GTA.

Since joining ERA, Tuan has been involved in the LDC EDR rate application processes, as well as being responsible for management and development of ERA branded services, sites and systems. He successfully developed and implemented ERA Insights, a service which provides analysis and delivery of ERA's interpretations of industry news and information. He is also responsible for managing all aspects of ERA's IT solutions and services.

Tuan has also been involved in post LDC EDR application processes such as responses to intervenors' and regulators' arguments.

Tuan graduated from Brunel University in London, UK with a Bachelor of Engineering with Honours degree.

## **PROFESSIONAL EXPERIENCE:**

**Director of Information & Technology Services**, Elenchus Research Associates Inc, July '08 to Present

Responsible for development and management of internal systems and network infrastructure, as well as providing consultants with assistance to regulatory consultation tasks and projects.

- Developed, implemented and managed ERA Insights, a service that utilizes ERA's industry expertise to deliver detailed and constructive information on the energy industry's news and decisions.
- Conduct analysis summaries of industry news and information which form part of the ERA Insights service.
- Developed, implemented and managed ERA WebComm, a web-based application that allows for remote meetings with audio and visual capabilities. This application is used as the delivery method for ERA Insights.
- Responsible for management and integrity of all ERA branded applications, systems, sites and networks.
- Assisted in production phase of 2009 EDR applications for multiple LDCs.
- Assisted in post EDR application processes such as responses to interrogatory and intervenor arguments.
- Implementation of multiple tools and services to enhance productivity and efficiency internally.
- Management and development of website development for ERA and its associated branches (CERISE and Econalysis).

# Tuan On

## Elenchus Research Associates Inc.

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**Owner/Senior Consultant**, Parable New Media Inc. May '04 to July '08  
Provided IT technical support, data and communications management, and network implementation and consulting services to client base of over 50 small to medium sized companies.

- Management and administration of all aspects of clients' IT infrastructure
- Provided architecture expertise and acted as second level support to technical teams
- Direct management of software, data and web development projects utilizing skills from other team members

**Senior IT Consultant/Project Manager**, The JenX Network Aug '03 to May '04  
Information, data and communications consulting, responsible for managing individual client accounts on a technical level ensuring that all client's technology requirements are met within budget and time.

- Implementation of Windows NT server and Windows 2000 server networks with database (SQL Server) integration
- Implementation and configuration of backup solutions across entire networks.
- Provided customized and efficient solutions for network requirements.
- Responsible for closing projects initiated by sales team and ensuring appropriate technical resources were allocated and managed to each project

**Senior Software Systems Developer**, Vodafone Ltd Sep '99 to Aug '02  
Managed a team of software developers, within the UK's largest wireless mobile network operator. Promoted internally from Junior Software Developer to Senior Software Developer with Project management responsibilities.

- Developed and managed project plans and schedules utilizing the development team
- Mentored team members, providing guidance in technical expertise as well as career development
- Sole ownership and management of core IT provisioning and billing subsystems
- Actively involved in all aspects of system design and development
- Consulted for external parties such as international business partners and 3rd party suppliers on system components as well as business specific technologies such as 3rd Generation Mobile Telephony
- Designed software applications and systems utilizing OOD principles and CORBA
- Developed of software applications and systems utilizing C++, Fortran, Oracle SQL, Java, and Delphi on Windows, UNIX and VAX VMS platforms
- Involved in development of division intranet using DHTML, Javascript and Flash

### **EDUCATIONAL QUALIFICATIONS:**

**Bachelor of Engineering with Honours Degree**, Brunel University, Middlesex, UK

- Manufacturing Engineering with Business & Management Studies