

Contact

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Top Skills

Strategy
Change Management
Healthcare Strategy

Languages

taiwanese
Chinese
English

Certifications

PMP
My Body is My Body
Artificial Intelligence: Implications for Business Strategy
Scrum.org/Udemy Certificate of Completion
International scrum assembly

Honors-Awards

Golden Key International Honors Society

Publications

LMS (Learning Mgmt System) & Proper Design
Few
Options for Projects Facing Limited and/or Drastic Budget Cuts & Resource Constraints - PART 1
Legalization of cannabis in Canada - July 2018
Options for Projects Facing Limited and/or Drastic Budget Cuts & Resource Constraints - PART 2

Jenna Chou, PMP, PgM, BComm., MSc.

Healthcare Disruption Visionary Founder & Healthcare Law SME, Privacy + HC Governance Executive, HC Public Educational Expert
Vaughan, Ontario, Canada

Summary

A Change Management and Project Management Consultant with more than 15 years of experience in the areas of project management, team leadership, coaching & mentoring who has successfully conducted numerous, complex and wide-ranging initiatives in a variety of business sectors with extensive advisory roles with Executives and Senior Management. My training experience led me to start my own educational firm for project management back in 2013. Before that, I had created an entire course for MBA since I was in my Undergrad at McGill University. Therefore, I created all the training material for PMP® with my business partner and were teaching over teleconferencing software such as Skype and Zoom. I am very adaptable to different industries, given my consulting background. I had my academic experience in public infrastructure such as Vancouver's TransLink systems, completing my Program Management Certification using TransLink as my final project deliverable. I am ready to make an impact with my knowledge and skill. I appreciate you taking your time to review my credentials.

Currently I'm completing an MSc. In Healthcare Informatics, after completing the Artificial Intelligence Leadership Certification Program at MIT Sloan School of Management

Specialties: Project Management, Program Management, Healthcare Strategy, innovation visionary, Gamification, Humanitarian Initiatives

Experience

Healthcare heart inc
Founder
August 2022 - Present (2 years 2 months)

Canada

Project Business Foundation

Head of Volunteering Division & Project Manager

June 2021 - Present (3 years 4 months)

Germany

Project Business Foundation (PBF) is looking for volunteers who can help us network and connect with the ACADEMIA industry, as well as the PUBLISHING industry (Forbes magazine, Business Magazines, New York Times, Harvard Business Review, etc.). By being part of the PBF Volunteer Team, you will be working closely with our brilliant and passionate educators management team, and learn how Project Business can help these businesses with their projects.

Global Goodwill Ambassadors (GGA)

Global Goodwill Ambassador - Chairman of Canada Candidate

May 2016 - Present (8 years 5 months)

Toronto, Canada, Worldwide

MIT Alumni

Leadership in AI

Paralegal Diploma

Worldwide

Private Investigator License

JC Professional Consulting

Founder And Owner

January 2014 - Present (10 years 9 months)

Various

Offering Consulting services (IT/Business Strategy)

Offering PMP/Project Management educational services

Immanuel Training Academy

Project Management Specialist

May 2016 - Present (8 years 5 months)

Houston, Texas, United States

Simplilearn Americas LLC

PMI-REP: PMP Exam Prep Trainer

January 2014 - Present (10 years 9 months)

Various

PMP Classroom Training

PMI-ACP Classroom Training
Live Virtual Training
Webinar Creation
PMP Exam Application Consulting
PDU Reporting Assistance
Other PMP related services

Simplilearn
CAPM & PMP Instructor
January 2014 - Present (10 years 9 months)
Various

PMP Consultancy
PMP Exam Group Facilitator & Study Strategy Consultant
January 2013 - Present (11 years 9 months)
Worldwide

Group and dedicated individual coaching with the mission to assist PMP exam-takers to pass the FIRST time!

ECAH
2 years 1 month
Innovation Project Manager & Team Lead
March 2021 - March 2023 (2 years 1 month)
Toronto, Ontario, Canada

ECAH (Easy Care At Home) is expanding and is looking for potential candidates to join our Client Engagement Team! Please apply to this position and support the expansion of the ECAH team! Thank you applicants!
#engagement #customeracquisition #customerexperience #marketing
#healthcare #healthcareanalytics #technicalsupport #teamwork

Privacy & Governance Officer
March 2022 - July 2022 (5 months)
Canada
Healthcare Data Privacy Legal Specialist (Not a lawyer though)

PMI
PMP
2013 - 2017 (4 years)

OSP International LLC
PMP Consultant (short-term Contract)

June 2013 - July 2013 (2 months)

Create and update "PM-PrepCast" for PMP exam prep videos from PMBOK Guide 4th Edition to the new PMBOK Guide 5th Edition. "PM-PrepCast" is a PMI REGISTERED EDUCATIONAL PROVIDER" (R.E.P.), as a R.E.P., OSP-International LLC is an organization approved by PMI to issue professional development units (PDUs) and PMP certification exam training/preparation materials and courses.

Accenture

Consulting in PMO, SAP

2007 - 2013 (6 years)

- Managed a \$17 million Canada-wide project as the Assistant Project Manager; created and monitored Project Plans, Resource & Budget Allocations, Total Cost of Ownership, and Third-Party Contractor management for 200+ electronic retail chain stores
- Increased Quality Performance Index (QPI) by 12%, which resulted in one of the highest QPI across all of the client's projects
- Implemented a new centralized document storage and tracking suite and conducted training sessions for a total of 70-80 client executive users for the new SAP Solutions Manager implementation, resulting in 10% efficiency improvement among the client project teams

Project Management Specific Experiences:

- o Experienced in working with diverse Project Management IT systems across different companies and industries
- o SAP Solutions Manager (Off-the-shelf with added customization) # Initiated and implemented SAP's Solutions Manager suite for the entire TELUS corporation (both on-shore and off-shore) which allowed collaboration of project members as well as organizational employees to work more efficiently by eliminating the geographical boundaries
- o Mercury Dashboard PM Solution # A new PM tool I have learned with some very powerful functions for project comparisons.
- o Wholly Customized PM Templates # Developed customized program/project-specific PM tools using Excel, such as resource and budget tracking, TCO and other financial tracking, as well as PM report manipulation templates using the pivot table function and macro formulas.
- o PM Teach-out Seminars # The financial tracking templates I created increased the efficiency of project resources drastically, and was voted as one of the presentation topics for the weekly PM Teach-Out Seminar to introduce these new tools to senior management team

- o Ability to work across multiple projects under large client programs and consolidate various project data sources to increase the efficiencies and reduce the project timelines for the entire program

Accenture Alumni

8 years

Accenture SAP HCMS Consultant

May 2006 - 2013 (7 years)

Project Mgmt Consultant

2005 - 2013 (8 years)

MBA: Rotman School of Management

MBA

September 2009 - January 2012 (2 years 5 months)

IBM Strategic Change Management Analysis

TELUS

SAP ERP Consultant

2008 - 2008 (less than a year)

Ericsson

Corporate Trainer

September 2004 - December 2005 (1 year 4 months)

Ericsson Canada

Business Analyst

2004 - 2005 (1 year)

- Assisted HR Business Partners in streamlining HR and Payroll-related functions and minimizing the redundancy in middle-level reporting
- Created re-usable training documents and conducted executive trainings and presentations for 15+ senior executives and 40+ senior managers for the new SAP Cross-Application Time Sheet (CATS) implementation.
- Additional “Train-the-Trainer” sessions were conducted with in-depth technical details, including training the technical analysts, department admins, HRBP’s, as well as the Change Champions.
- Conducted performance feedback from all training classes on the quality of the training materials and training sessions. One-on-one sessions were scheduled as needed based on the results of the performance evaluation.

- Analyzed and implemented the Corporate Financial System for Montreal and Toronto offices and increased the coordination between Finance, Accounting, HR, and IT corporate departments

Education

York University - Osgoode Hall Law School

Certificate in Healthcare Law, Health Law, Elder Law, Healthcare Informatics Security and Law · (March 2022 - April 2022)

University of New England

Masters of Science in Healthcare Informatics, Healthcare Informatics · (2018 - 2021)

MIT Sloan School of Management

Certificate in Artificial Intelligence Strategic Mgmt, AI, Robotics, ML, NPL, etc. · (2019 - 2019)

The University of British Columbia

Certificate, Program Management · (2016 - 2017)

Project Management Institute (PMI)

PMP Designation Earned , worldwide recognition, Project Management · (2012 - 2013)

McGill University (2005-2007)

Masters Diploma in Healthcare Management

McGill University (2000-2005)

Bachelor's of Commerce (BComm)

University of Toronto Rotman School of Management (2009-2011)
Masters in Business Administration (MBA)

Stratford Career Institute (2019)
Pharmacy Technician Diploma

Stratford Career Institute (2024)
Paralegal Diploma

Harvard Medical School (2025)
Digital Transformation in Healthcare Diploma