

Garry A. Lockyer
101-2450 Radio Tower Road
Oliver, British Columbia
Canada V0H 1T1

Cellular
E-mail

+1 250 689 0686
Garry@lockyer.ca

October 7, 2021

Career History

Garry A. Lockyer

October 2012

Retired from Hewlett-Packard – end of working career!

October 2011

Effective November 1, 2011 I became the Account Delivery Manager for the HP Technology Services delivered to Alberta Health Services (North).

October 2007 to October 2011

Channel Services Sales Specialist for Western Canada, working with channel partners in Western Canada to increase the sale of HP Technology Services. Achieved 200+% of quota in FY08, 63% in FY09, 91% in FY10 and 108% in FY11. While in this role I established myself positively within the partner services community, particularly for providing timely and comprehensive support for the numerous HP Technology Services sales and delivery programs.

2001 To October 2007

Hewlett Packard Canada
HP Services Delivery Operations
Area Manager
Western Canada & Mission Critical Services

I was responsible for Hewlett Packard's Western Canadian Foundation Services (Customer Support) organization and HP's Canadian Mission Critical Services organization. This team provides reactive and proactive support to customers with medium- to enterprise-class computing systems. I was responsible for customer satisfaction in all business segments, from consumer through enterprise. At the time, the team was comprised of 7 managers and approximately 115 individual contributors.

Major areas of responsibility included:

- Total Customer Experience: meeting or exceeding customer satisfaction goals and creating loyal customers,
- Operational excellence: meeting or exceeding customer obligations and internal productivity goals,
- Problem escalation management: ensuring that all HP's resources were brought to bear on complex or extended problems, including communicating action plans and progress to various levels of management,

- Team development: ensuring that the team was able to support current and changing product sets and customer requirements,
- Expense management: managing an annual expense budget of approximately 12M\$ and
- Supporting achievement of revenue goals: working with HP's Sales Teams to develop service solutions to achieve customer's reliability and availability objectives.

February 1997 To 2000

Compaq Canada
Compaq Customer Services
Operations Manager
Western Canada

I was responsible for service delivery processes and improvements to these processes to increase Customer Satisfaction, internal efficiency and profitability. I also managed the Western Canada Product Support Group, which provided technical support and leadership to Customer Service Representatives in Western Canada. I also managed the Project Management Office, which provided project management for complex solutions and support to Services Sales Representatives.

September 1991 to February 1997:

Digital Equipment of Canada Limited
Hull, Quebec

Information Systems Manager, managing an Information Management and Technology (IM&T) group responsible for supporting Digital Canada's Multivendor Customer Services (MCS or Customer Services) organization. Responsibilities included understanding and fulfilling the Information Management requirements of the MCS organization through the effective management of resources dedicated to the MCS business, as well as through negotiating for services with other groups within IM&T, assessing information system technology and recommending the appropriate and cost-effective use of technology, and developing long-range plans and capital equipment budgets in response to business requirements.

July 1987 to September 1991

Digital Equipment of Canada Limited
Kanata, Ontario

Information Systems Manager, managing a variety of Information Management and Technology groups responsible for Information Technology Planning,

System Management, Application Development and Support, and Business Process Design. A significant achievement during this assignment was the investigation of methods and technologies that resulted in the initiation of a project to implement Unattended Computing methods within Digital Canada, for the purpose of increasing application availability and decreasing operating costs.

January 1984 to July 1987

Digital Equipment of Canada Limited
Kanata, Ontario

Project Specialist in the Canadian Customer Services Operations group, managing a number of projects related to the processing of computer service requests. Responsibilities included process design, functional specification development, system testing and implementation, and the development of a Call Management Strategy for the Canadian Customer Services organization.

July 1981 to January 1984

Digital Equipment of Canada Limited
Calgary, Alberta

Project Specialist in the Western Canada Customer Services Operations group, responsible for supporting a variety of applications for contract administration, service call management and materials management.

January 1981 to July 1981

Digital Equipment of Canada Limited
Calgary, Alberta

Product Support Engineer in the Western Canada Product Support group. Responsibilities included providing "second level" support to Customer Service Engineers in order to solve complex software and/or hardware problems.

June 1980 to January 1981

Calgary, Alberta

Self-employed as a hot air balloon pilot.

October 1978 to June 1980

Lynes United Services
Calgary, Alberta

Design Technologist developing pressure and temperature readout equipment for oil and gas well testing. Responsibilities included the design of hardware and software required for the secure transmission of well test data via high frequency radio signals directly from a remote well location to company headquarters in Calgary.

July 1974 to October 1978

Digital Equipment of Canada Limited

Initially hired in Vancouver as a Field Service Engineer and given a temporary (1 year) assignment in the Corporate Product Support Group in Maynard, Massachusetts. While with Corporate Product Support, I attended several hardware and software training courses, taught software courses to hardware engineers and helped debug the then state-of-the-art PDP11/70 computer. Returned to Canada (Calgary) to support the first PDP11/70 in Canada. I successfully appeared before an Engineering Review Board and was promoted into the Western Canada Product Support group.

Education History

Garry A. Lockyer

Hewlett Packard Canada/Compaq Canada/Digital Equipment of Canada

Numerous internal development courses including:

DMR Productivity+ System Life Cycle

Management II - A one week per year/five year management training program facilitated for Digital Equipment by the University of Western Ontario Business School.

Philip Crosby & Associates - Quality Education System
Philip Crosby & associates - Quality Work Group Facilitators Course

Project Management

A variety of product specific software and hardware training including programming languages (FORTRAN, HP Assembler, BASIC-PLUS), operating systems (RSTS/E, VMS, RT-11), central processing units (PDP11 and VAX families) and peripherals (high capacity disk and tape subsystems).

Personal Interest/Self Taught

The "C" programming language
The Graphical Kernel System (GKS)
Microsoft Visual C++
MS DirectX
Numerous Versions of Microsoft Windows and Office

British Columbia Institute of Technology

Vancouver, British Columbia

Diploma of Technology
Electrical and Electronics Technology
Control Electronics Option
June 1974

Esquimalt High School

Esquimalt, British Columbia

Academic and Technical Program
Graduated Grade 12
June 1971

Personal History

Garry A. Lockyer

October 7, 2021

I am almost 68 years old and married (to Cheryl, a Registered Nurse) with two children (Scott and Shane). I was born and raised in Victoria, British Columbia, but have also lived in Vancouver, British Columbia; Maynard, Massachusetts (just outside Boston); Calgary, Alberta; and Kanata, Ontario. We currently live in Oliver, British Columbia at the Cottages on Osoyoos Lake.

I served on the Stelkia Homeowners' Corporation Board of Directors for two years (2017-2019), the first as a director-at-large and the second as treasurer. During this period I:

- Rewrote the welcome letters intended to introduce homeowners and renters to the Cottages.
- Wrote "Committee Guidance" to guide the operations of committees at the Cottages.
- Maintained the homeowners section of osoyooscottages.com including implementing notification of changes to homeowners via SMS.
- Initiated the development of TCOOL.ca.
- Led the creation of the "Operations Plan" to guide operations at the Cottages.
- Managed the 2018/2019 budget to a surplus.
- Developed the 2019/2020 budget.

I am active in the sport of hot air ballooning. I have been flying hot air balloons since 1977 and particularly enjoy competitive ballooning. Cheryl was also a balloon pilot. I have served two years as president of the Alberta Free Balloon Society (AFBS), two years as president of the Canadian Balloon Association (CBA), numerous terms as a director of the two preceding organizations, two years as a member of the Board Of Directors of the Aero Club Of Canada (the governing body of sports aviation in Canada and representatives in Canada of the Federation Aeronatique Internationale (FAI), the world governing body). I am a founding member of the National Capital Balloon Club (NCBC) in Ottawa. I was the Canadian delegate to the International Ballooning Commission of the FAI for 10+ years. I served on the Jury Board (member), the Public and Media Relations Sub-Committee (chairman), the New Technology Sub-Committee (member), the Scoring Working Group (member then chairman) and the Rules Sub-Committee (member).

I have competed in many regional, national and international balloon competitions, including the 1984 North American Championship and the 1985 and 1987 World Championships. My best performances include winning the

1986 Canadian Championship and finishing third in the 1984 North American Championship.

I am very involved in competitive ballooning as an event official, focusing on scoring and the development of scoring systems. I am the “one man development team” for eKLIPS. eKLIPS is a balloon event results system (written in MS Visual C++) that in addition to providing “basic” scoring functionality, has several advanced features (such as interfacing with Global Position System receivers, and multi-user capabilities), and is considered by many to be the best available system. eKLIPS has been used at many international events over the past several including the 2006 and 2008 World Hot Air Balloon Championships. eKLIPS was used at the 2014 French, Hungarian and Nordic Championships and at the 2014 Junior World Hot Air Balloon Championship. More recently, it was also used at the 2015 and 2016 Canadian Hot Air Balloon Championships, the 2015 Australian Hot Air Balloon Championship, the 2016 Women’s and General World Hot Air Balloon Championships and the 2017 Canowindra International Balloon Challenge. It will be used at the 2017 European Hot Air Balloon Championship, the 2017 Canadian Hot Air Balloon Championship and several other events.

I have been a senior official at numerous competitions, including:

- Event Director for the 2017 European Hot Air Balloon Championship held in Brissac, France,
- Event Director for the 2016 Women’s World Hot Air Balloon Championship held in Birstonas, Lithuania
- Deputy Event Director at the 2015 European and 2015 Australian Hot Air Balloon Championships,
- Deputy Director – Airships and President of the Jury – Hot Air Balloons at the 2015 World Air Games,
- Event Director for the 2014 Australian Hot Air Balloon Championship and the 2014 South African Hot Air Balloon Championship,
- Event Director for the 1998 World Hot Air Airship Championship, held in Gatineau, Quebec,
- Event Director for the 1991 World Hot Air Balloon Championship, held in Saint-Jean-sur-Richelieu, Quebec,
- Chief Scorer at the 2008 World Hot Air Balloon Championship,
- Chief Information Officer for the 2006 World Hot Air Balloon Championship,
- The senior official (Event Director) at more than ten Canadian Championships,
- Chief Scorer and/or senior official at Motegi Japan (2001-2009), Monroe USA (1999-2008) and Luxembourg (2003-2012),
- Involved for several years with the Winterlude (Ottawa, Ontario) balloon event since it began 1985, until moving to Calgary in 1997,

- Responsible for Balloon Operations at the Gatineau Balloon Event from its inception in 1988 through 2002,
- The Event Director for international balloon events held at Grenville Christian College (Brockville, Ontario) in 1994 (this event included the 1994 North American Championship), and 1995 through 1997.
- The Event Director for an international balloon event held in Gander, Newfoundland in 1997.

I am one of only about 14 individuals in the world to be accredited to serve as President of the International Jury at World Championships. I was President of the International Jury at the 1994 World Gas Balloon Championship, the 1995 World Hot Air Balloon Championship, the 2010 World Hot Air Balloon Championship, the 2011 European Hot Air Balloon Championship, the 2014 Junior World Hot Air Balloon Championship and the 2021 Junior World Hot Air Balloon Championship.

My contributions to ballooning have been recognized nationally and internationally. The Canadian Balloon Association (CBA) awarded me the "Competition Support Award" in 1983 and the "Joan Martin Award" (the CBA's highest award for contribution to ballooning) in 1989. In 1991, I was awarded a FAI Airsport Medal (given by the FAI "to individuals or groups for outstanding services in connection with air sports activities").

I have over 1,700 hours as Pilot-In-Command in hot air balloons. I have flown balloons ranging in size from 56,000 cubic feet to 250,000 cubic feet, and have also flown several "special shape" balloons. I hold Flight Instructor and Night Flight ratings from Transport Canada.

Outside of ballooning, I enjoy hockey and lacrosse but my playing days have come to an end. I was on the Tournament Committee for Hewlett Packard's annual hockey tournament and participated in this tournament for over 15 years. I also coached minor hockey and coached and refereed minor lacrosse.