

Sally Thomson

Experience and knowledgeable Horticulturalist. Flexible and adaptable to new challenges, currently seeking local positions on the lower mainland British Columbia.

Looking for opportunities to join a team and work in maintenance, installation and design capacity in landscape, horticultural or greenhouse operations. Currently located in Vancouver, British Columbia.

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PROFILE

I am an experienced tech educator with extensive experience in technical training and course development for various companies. **Now seeking horticultural work within the lower mainland region of British Columbia.**

Early Career and Education: I started teaching landscaping courses while in college. Spent 3 years on landscape crews and 2 years as private gardener for care residences in Ottawa. Then my tech career took over, and landscaping was a side job for me since then.

Main Work Experience: I have worked with numerous companies, including National Defense Canada, Entrust Technologies, eHealth Ontario, Absolute Software, and more, in roles such as course developer, trainer, and implementation specialist. I have also worked in retail, most recently with the Food Bank in Port Hardy.

Certification:
I have my FoodSafe certification (march 2025)

Relevant Horticultural roles : I have taken a few breaks from technology training roles: **2003** worked at a retail florist.
2009-2012 worked in Brazil and Uganda on humanitarian agricultural development projects

CONTACT

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EDUCATION

Algonquin College, Ottawa, Ontario 1984-1990

Three different diploma pursuits, Horticulture and Landscaping (grad 1986), Small Business Marketing and Computer Systems (grad 1990)

WORK EXPERIENCE SUMMARY, MORE ON NEXT PAGE

Tropical Images Vancouver, BC

2025 – present Horticulturalist

Maintenance of 11 exterior gardens within the Coal Harbour area of Downtown Vancouver.

VLG Landscaping

2025 Horticulturalist

Lawn and garden maintenance crew work within the lower mainland region around Vancouver and Langley BC.

Loaves and Fishes (food bank) Port Hardy, Warehouse and Thrift Store

2025 Warehouse staff

As part of the north island food recovery team, warehouse duties performed including driving (3ton and van) to stores for food donation pickups, market setup and oversight, food sorting and delivery, thrift store merchandising and cashier.

Entrust Technologies

1998-2000 Course Development and Trainer

Course development and delivery for Entrust PKI products. Extensive international travel to train customers and partners.

2000-2001 Implementation Specialist

Implementation Specialist for roll out of Entrust.net public certificate startup within Entrust. Training, site setup and relationship management with international teams implementing their public certificate services.

2018-2025 Senior Trainer and Course Development

Successfully transitioned in-person course offerings to online delivery using AWS labs and the Webex training registration portal. I also created a series of YouTube videos for SaaS Identity management product onboarding. Adapted and developed new training offerings and modalities as the organization moved from on-premise to SaaS offerings for their PKI and IAM products. Additional contracts for course development through 2025.

Various companies 1986-present

Worked on many landscape crews, and self employed for design, installation and maintenance. Casual pursuit as a side job during technology career.

Extensive technology education and implementation career with various security technology companies in Ottawa, Toronto, Vancouver, Palo Alto and Milpitas California.

SKILLS

Over 20 years of experience

- Very personable with years of customer service
- Comfortable at front of store and in warehouse settings
- Retail sales, cashier and front of store experience

- In person, online **technical training** with a variety of tools
- Training management portals and registration system including Webex

- **Course development** for SCORM for LMS and YouTube
- **Customer engagement** at all stages, pre-sales, sales, post sales and implementation, support

Highly adaptable, well-travelled, able to learn products and services then identify training approaches for a variety of audiences.

I have my FoodSafe certification (March 2025)

TOOLS

Learning Management Systems – Docebo, TalentLMS, Litmos, Saba
Course Development – Adobe suite, Captivate, Snagit, Articulate 360
 Online lab development using AWS, online delivery of training using Webex, Teams, Adobe Connect

WORK EXPERIENCE HISTORICAL

OCSB Ottawa Carleton School Board 1985-1995 Teacher, creator Landscape your own yard

Developed and ran various night school interest courses on Landscaping in the Ottawa region.

Landscape design and maintenance 1989-2002

Self-employed, taking on various design, installation and maintenance jobs in the Ottawa and Vancouver areas. Part time, casual work over entire career. Summer private gardener for various care homes within the Ottawa area.

Landscape Labourer, 1986-1990

Team member on landscape crews for two different landscape install and maintenance companies. General landscape maintenance including weeding, pruning and turf maintenance. Well experienced with mowing, aerating and dethatching and interlock equipment including compactor and wet stone saw for interlock installation.

National Defense Canada 1990-1994

Systems and security specialist for DGPS. Maintained Canada wide LAN, participated in MicroVAX upgrades, implemented PathWorks LAN and introduced desktop computers to our department of over 200 users.

JetForm Technologies 1994-1996 Milkyway Technologies 1996-1998 Entrust Technologies 1998-2000 Entrust Technologies 2000-2001 Chrysalis Technologies 2001-2002

Technology course developer and trainer for various companies in Ottawa region.

Langdons Flowers 2003

General florist clerk, stocking and sales of flowers, plants and arrangements for local flower shop.

BCLC 2004

Implementation and security process review for new BC lottery online gaming site.

eHealth Ontario 2004-2009

Privacy, Risk and Security training, implemented PHIPPA training for internal audiences. As part of support training organization, implemented ITIL based training (Remedy) for support agents on eHealth products and services.

Private volunteer in Bahia, Brazil 2009

As part of an organization based in US, travelled and lived in Bahia village in central Brazil, for 4 months while monitoring development projects.

VSO, Lira Uganda 2011-2012

ICT specialist with private donor funded project in Lira, Northern Uganda. Introduced and monitored youth development projects in northern Uganda.

Tim Hortons, 2012-2013

Front of store cashier and overnight staff in retail fast food establishment.

BC Ambulance Services 2013-2014

Developed self-paced learning modules for new tablet-based intake form and its software for paramedics.

Absolute Software 2013-2015 Heat Software 2015-2017 (became Ivanti 2018) Clarity Consultants 2017 Service Rocket 2017-2018 Entrust Technologies 2018-2021

Continued technology career with companies in the Vancouver and San Jose, California region. Training manager with Absolute software. Other companies were online training and course development for software products.

Auvik Networks 2021-2022

Part of the customer success team, managed Litmos LMS and content used in customer onboarding for SaaS network monitoring product.

Entrust Technologies 2022-2024

Senior course developer and trainer for Entrust security products including PKI, PKIaaS, Identity management and IdaaS products.

Futurex, 2024-2025

Implemented TalentLMS and onboarding modules using Articulate360 and storyline.

Entrust Technologies, 2025

Course development project for new security platform encompassing PKI and HSM products.

Loaves and Fishes, 2025

Warehouse and Thrift store staff for food recovery activities. Cash and front of store for thrift store, market setup and oversight and donation pickup and food hamper delivery (3ton and van operation).

VLG Landscaping, Vancouver 2025

Garden and lawn maintenance crew work.

Tropical Images, Vancouver 2025 – present

Responsible for maintenance of 11 outdoor properties within the coal harbour area of Vancouver.