
Profile

- Teaching in Other than Part Time capacity at Sault College supporting Project Management, Global Business Management and Supply Chain Management programs
- 17+ years of experience managing daily operations of a large customer service operation employing contact centre representatives, administrative staff, and supervisors that are responsible for providing unsurpassed client satisfaction.
- Positive, self-motivated individual with excellent organizational, problem solving, analytical and communication skills
- Proficient in MS Office 365, Quick Base and QuickBooks Pro, PPM Pro, MS Project, MS Visio
- Ability to work independently or as an effective team player, and to manage multiple projects simultaneously
- Life-long learner; completed Lean Six Sigma Green Belt Certification training in January 2018, PMP candidate, certification pending exam scheduling

Professional Experience

Sault College**2018 - present****Professor (Project Management, Global Business Management, Supply Chain Management)**

- Teaching International Students in Global Business Management, Project Management and Supply Chain Management programs
- Responsible for development of learning plans and Delivering of course content according to the respective course outlines
- Providing a caring and inclusive environment for International Students

McDougall Energy Inc.**2019 – present****Integration and Continuous Improvement Team Manager**

- Responsible for managing various projects within the Human Resources department, including sourcing and implementing a new HRIS and Payroll system (ADP Workforce Now) and various applications within, core team member implementing new LMS system where none previously existed, and actively participating in due diligence stages of mergers and acquisitions for Human Resources
- Working as a core team member for corporate projects with the PMO, including initiation, planning and execution of major acquisitions, and ERP upgrade
- Creating and delivering Continuous Improvement training modules for Operations Teams for which audience included Directors, Managers and front-line staff

Agero**2001 – 2019****Operations Manager (2006 – present)*****Operational***

- Allocate work through a team of 6-8 supervisors to more than 100 employees consisting of contact centre representatives and administrative staff; responsible for maintaining employee relations, morale, performance management, and employee learning and development
- Coordinate and monitor daily work flow to ensure smooth operations, cost containment, and quality service for approximately 12 million motorists on an annual basis
- Consult with staffing analysts, business analysts, finance and human resources staff to ensure cohesion in managing a profitable business

Performance Management

- Analyze compiled performance data to identify trends, address outliers and be proactive in business operations planning
- Administer policies and procedures to assure consistency in service
- Establish and maintain program direction/changes to better serve customers; prepare and disseminate communication to clients and staff
- Cascade yearly/quarterly metric and initiative goals based on business unit's strategic plan
- Monitor and assess operational performance data to influence process improvement
- Complete annual performance reviews and provide regular coaching to supervisors

Client Relations

- Manage client groups consisting of large automotive companies ensuring exceptional, timely emergency roadside assistance resulting in customer loyalty
- Anticipate client needs, identify opportunities, new ideas, and offer viable solutions for change
- Maintain knowledge of system, telecommunications and operational capabilities

Agero**Operations Supervisor (2001 – 2006)**

- Supervise and motivate a team of 12-15 associates ensuring a high level of customer service
- Monitor productivity and performance of customer service representatives and provide feedback, instructions, complete performance evaluations and set performance expectations/standards
- Collaborate with Account Managers to anticipate client needs and identify opportunities for improvement to better service clients
- Maintain complete knowledge of system and telecommunications capabilities, associated software applications and Internet access to effectively coach and mentor employees
- Work within established company guidelines, study and standardize procedures to improve efficiency of representatives

Pino's Get Fresh**1997 – 2001****Office Manager**

- Worked independently processing all payables and receivables, managing 100+ accounts; administered group benefits and processed payroll
- Implemented QuickBooks Pro Software where no previous system existed
- Reported departmental sales, gross profit, payroll budget and conducted comparative analysis with projected figures
- Assisted with implementation of scanning system by providing employee training
- Assisted in recruiting and training of Front End Customer Service Staff
- Joint Health and Safety Committee member, attended Safe Communities Workshops offered by WSIB for Employer eligibility for rebates

Loeb Korah Road**1991 – 1997****Office Manager**

- Retail Price Coordinator for scanner switchover
- Hired and trained front end staff
- Managed office functions and bookkeeping including payables and receivables
- Administered group benefits and processed payroll

Education and Professional Development

Project Management Institute

PMP Candidate, application accepted based on work history. 34 PDU completed through Udemy.

Six Sigma Global Institute 2018

Lean Six Sigma Green Belt Certification

Customer Service Conference 2017 – Las Vegas, Nevada

- Attendance Sponsored by Agero

Agero (CCAS)

2004 – 2019

- Project Management
- Managing Legally
- Principles of Genuine Leadership
- Coaching and Mentoring Principles
- Displaying Executive Presence
- Data Securities
- Behaving Ethically in the Workplace
- Understanding Generational Differences

EDS University

2001-2004

- Conflict Resolution
- Handling Difficult Customers
- Employee Retention
- Importing/Exporting Information

Lake Superior State University

1994

Bachelor of Arts Biology, (minor in Chemistry)