

# Lanson David Van Dyke

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## WORK EXPERIENCE

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### **Bell Canada Enterprises, Toronto, Ontario**

#### *Strategic Operations Manager*

Jul 2020 – Present

- Oversaw the scheduling of 3,000 unionized technicians with a team size of 12 employees. Responsible for delivering optimal capacity based on forecast and actuals. Strategies developed resulted in exceeding 2021 customer offerings metrics.
- Led taskforce of 4 business analysts, project managers, and associates to optimize utilization rate of field technicians. Achieved 1.5% YoY utilization rate improvement leading to \$1.2M in overtime savings, exceeding KPI targets by 30%.
- Developed proof of concept monitoring tool to support new work from home environment. Beta version resulted in 20% reduction in staffing cost, increasing productivity by 15%. Built with SQL and Python.
- Initiated Covid-19 benchmark report and delivered to company President and Directors. Became de facto tool for capacity forecast models (+90% accuracy), with output used to evaluate internal health and safety protocol effectiveness. Built with SQL and Python.
- Maximized team knowledge and productivity by effectively training, developing technical solutions, monitoring and trialing new processes, and implementing best practices. Key factor in reducing training & development for new hires by 40%.

#### *Product Manager – Internal Tools*

Sep 2019 – Jun 2020

- Led cross-functional team of 6 developers and UX designers to develop a mobile and coaching based platform targeting 10K employees. Product purpose was to deliver serviceable insights, coaching opportunities, and recognitions based on user profile.
- Utilized operations experience and beta testing to identify and rank insightful metrics for customer base. Developed SQL/SAS based scripts to present metrics in a meaningful and logical manner for mobile platform and the executive management team. Provided user 90% reduction in time finding impactful coaching opportunities.
- Supported beta testing for 300+ senior management users; created UX surveys and optimized feedback process to understand user highlights and pain points. Platform pre-populated employee coaching logs. Resulted in 70% reduction of user documentation time.
- Led team scrum rituals (planning, retros, demos), wrote user stories, prioritized backlog and managed product roadmap.

### **Bell Technical Solutions, North York, Ontario**

#### *Operations & Analytics Manager*

Jun 2018 – Oct 2019

- Promoted to management upon graduation - led teams of up to 36 unionized techs focused on the installation and repair of Bell services. Through coaching and leadership, team performance led to a 10% YoY reduction in truck rolls for rework.
- Led investigation that identified \$0.8M in annual parking tickets. Designed and secured a three-month pilot where technicians would use mobile parking apps to reduce parking tickets & drive time. Pilot resulted in a 75% decrease in cost.
- Developed Google Survey/Python/Excel apps to automate/increase productivity for management team which lead to an 80% reduction in time saved preparing coaching/performance reports. Boosted team conformance YoY by 30%.

## ADDITIONAL EXPERIENCE

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### **Innis College, University of Toronto, Toronto, Ontario**

May 2017 – Jun 2018

#### *Graduate Representative, Innis College Student Society (Elected)*

- Established and oversaw \$15K budget to initiate, finance, plan, execute, and communicate events designated for 2018 graduating class size of 400 students, with events seeing record levels of turnout. Volunteered time to fulfill a role historically staffed for two.

### **North York Aquatic Club, North York, Ontario**

Oct 2014 – Jun 2015

#### *Assistant Swim Coach*

- Coached training sessions for sizes of 15+ swimmers to develop competitive performances to a provincial level.

## EDUCATION & CERTIFICATIONS

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### **University of Toronto, Toronto, Ontario**

2014 - 2018

Honours Bachelor of Science, Double Major Mathematics and Economics

#### **Project Management Certificate (University of Toronto)**

est Apr 2022

#### **Professional Scrum Master 1 (PSM I)**

Mar 2022

#### **Data Analytics Professional Certificate (Google)**

Jan 2022

Product Stack: Jira, Asana, Confluence, Figma, Invision, Kibana, Mixpanel, Agile

Technical Skills: Python, SAS, SQL, HTML, CSS, R, Tableau

Interests: Scrabble, Survivor, Water Polo, Formula 1, Fantasy Football