

Lanson David Van Dyke

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WORK EXPERIENCE

Bell Canada Enterprises, Toronto, Ontario

Workforce Management Manager

Jun 2020 – Present

- Oversaw the scheduling of 3,000 unionized technicians with a team size of 13 employees. Responsible for delivering maximum capacity based on anticipating seasonal customer volume demands. Q1 2021 Merit Distinction Award Winner.
- Member of taskforce set up to optimize utilization rate of field technicians. Management of capacity results annualized savings of at least \$1.2M in overtime, a key factor to exceeding key financial and service KPIs during Covid-19.
- Initiated Covid-19 benchmark report, and delivered to company President and Directors. Became de facto tool during pandemic for capacity forecast models (+90% accuracy), with output also used to evaluate internal health and safety protocol effectiveness. Built with SQL and Python.

Business Intelligence Analyst | Product Manager (Seconded)

Oct 2019 – May 2020

- Selected into 6 month role to lead the development of internal mobile Insights platform, a transfer of Field managers into Business Intelligence department.
- Co-led cross-functional team of 6 developers, data scientists, and UX designers to implement a mobile-based platform targeting 10K field operations employees to a new user interface and back-end. Purpose of platform was to provide a machine learning based product 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. Wrote SQL/SAS based scripts to present metrics in a meaningful and logical manner for mobile platform and the executive management team.
- Supported beta testing for 300+ managements users; created UX surveys and optimized feedback process to understand user highlights and pain points. Platform pre-populated coaching logs. Resulted 70% reduction in time on documentation.

Operations Manager

Jun 2018 – Oct 2019

- Promoted to management upon graduation - led teams 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.
- 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%.

Student Technician

Jun 2015 – Jun 2018

- Trained on Bell copper and fibre network to fulfill technician role to install and repair Bell residential services. Repeat Merit Excellence award winner for exceptional quarterly performances, with metrics in the 93rd percentile of technicians.

Home Plate, Beijing, China

Jun 2012 – Aug 2012

Waiter

- Served customers in both Mandarin Chinese and English.

ADDITIONAL EXPERIENCE

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

UNIVERSITY OF TORONTO, Toronto, Ontario

Honours Bachelor of Science, Double Major Mathematics and Economics

Class of 2018

ADDITIONAL INFORMATION

Foreign Language: Mandarin Chinese (Proficient spoken / written)

Skills: Python, SAS, SQL, HTML, CSS, Microsoft Office Software, JIRA, Confluence

Awards: 2018 Innis College Recognition Award Recipient, 2018 Intramural Innertube Water Polo Champion

Extra Curriculars: Swimming (former national level competitor), ping pong, basketball, competitive Scrabble, and Survivor enthusiast