Lanson David Van Dyke

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WORK EXPERIENCE

Bell Canada Enterprises, Toronto, Ontario

Workforce Management & Analytics Manager – Short Term Capacity Delivery   Jun 2020 – Present

- 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%.
- Oversaw the scheduling of 3,000 unionized technicians with a team size of 12 employees. Responsible for delivering optimal 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 $1.2M in overtime, a key factor to exceeding key financial and service KPIs during Covid-19.
- Developed proof of concept monitoring tool to support new WFM environment. Beta version results 20% reduction in staffing cost, increasing productivity 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.

Business Intelligence Analyst | Product Manager – Insights   Oct 2019 – May 2020

- Selected into a 6-month role to lead the development of internal mobile Insights platform, a transfer of Field managers into Business Intelligence department.
- 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.
- 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.

Bell Technical Solutions, North York, Ontario

Operations & Analytics Manager – Wireline   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 fiber 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.

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 & CERTIFICATIONS

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

Foreign Language: Mandarin Chinese (Proficient spoken / written)
Skills: Python, SAS, SQL, HTML, CSS, R, Tableau, JIRA, Confluence
Awards: 2018 Innis College Recognition Award Recipient, 2018 Intramural Innertube Water Polo Champion