Lanson David Van Dyke

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WORK EXPERIENCE

TELUS Health, Toronto, Ontario

Senior Program Manager, CIO CapEx & OpEx Management   Dec 2023 – Present
- Spearhead budgeting and strategy check processes, overseeing a portfolio of projects with a total CapEx budget exceeding $25 million and OpEx budget exceeding $70 million.
- Conducted regular strategy reviews and risk assessments, providing actionable insights that mitigated potential issues and optimized project performance. Resulted <1% spend variance, 99% accuracy in 2024.
- Collaborated with senior stakeholders to build and support EASE models behind business cases to meet growth EBITDA targets.

Leader, Forecasting & Capacity Planning & Workforce Operations   May 2022 – Dec 2023
- Transformed and standardized WFM practices and processes across 11 LOBs to create alignment, simplicity, and sustain high engagement with 20 operation leaders and 250 frontline agents. 118K in savings by ability to support 66% more work.
- Modernized and oversaw development of reporting infrastructure. Improved visibility to stakeholders on key KPIs and metrics by utilizing Google Cloud Platform's Big Query, Looker, and BI Layer. Founded 45K in savings on adherence from agent lateness.

Bell Canada Enterprises, Toronto, Ontario

Leader, Workforce & Analytics – Short Term Capacity Delivery   Jun 2020 – May 2022
- 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%.
- 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.

Project Manager & Business Analyst – Insights   Oct 2019 – May 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 in a meaningful and logical manner for the customer base. Developed with SQL/SAS based script. Provided users 90% time reduction finding effective coaching opportunities.

Bell Technical Solutions, North York, Ontario

Leader, Operations & Analytics – 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 the management team which lead to an 80% reduction in time saved preparing coaching/performance reports. Boosted team conformance YoY by 30%.

ADDITIONAL EXPERIENCE

TELUS House of Speakers, Toastmasters International   2024 - Present
Area Director, Club Officer, Various Roles - VP Membership, President (Elected)
- Successfully implemented strategies to recruit, retain, and support members, driving club membership growth and enhancing member satisfaction. Scope also extends to organizing, volunteering, and promoting contests for Toastmaster members.

EDUCATION & CERTIFICATION

Project Management Certificate (University of Toronto)   Apr 2022
Professional Scrum Master 1 (PSM I)   Mar 2022
Data Analytics Professional Certificate (Google)   Jan 2022
UNIVERSITY OF TORONTO, Toronto, Ontario
Honours Bachelor of Science, Double Major Mathematics and Economics

ADDITIONAL INFORMATION

Foreign Language: Mandarin Chinese (Proficient spoken / written)
Skills: Python, SAS, SQL, HTML, CSS, R, Tableau, JIRA, Confluence, NICE WFM IEX, GCP (BI Layer, Big Query, Looker)
Awards: Innis College Recognition Award Recipient, Intramural Innertube Water Polo Champion & MVP
Extra Curriculars: Swimming (former national level competitor), fantasy Football, competitive Scrabble, and Survivor enthusiast