

Leading organizations to continuous levels of efficiency and success

Customer focused, Results-oriented & Data-driven with 10+ years' experience on boarding, developing, and motivating high-performance teams that consistently produce up-wards growth and operational efficiencies.

CORE COMPETENCIES

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|-----------------------------------|---------------------------------------------------|
| ❖ Customer Service Orientation | ❖ Quality Assurance/Compliance |
| ❖ Emotional Intelligence | ❖ Detail Oriented Thinking/ Organization/Planning |
| ❖ Stakeholder Engagement | ❖ Issues & Conflict Resolution |
| ❖ Decision making/Problem Solving | ❖ Eliciting Business Requirement |
| ❖ Leadership/Team Player | ❖ Business Process Re-engineering |

WORK EXPERIENCE**Operations Supervisor, TargetPark**

Sep 2019 - Present

Responsible for leading and motivating a dynamic workforce, ensuring effective teamwork, providing resolution to controversial labour relations concerns all while ensuring a high standards of work quality and organizational performance.

Key accomplishments:

- Provided staff with processes and tools to increase efficiencies and improve effectiveness of service, resulting in maximized revenue while maintaining company standard.
- Monitored various KPI's to ensure facilities were meeting goals and participated in continuous improvement initiatives as part of the facilities management team.
- Monitored marketing and advertising campaigns ensuring maximum efficiency and cost savings to budget.
- Established and communicated performance expectations utilizing organizational Performance Management System.
- Administered vehicle safety training program and conducted accident investigations.
- Responsible also include: productivity reporting, staffing, customer service, annual reviews, daily/weekly staff huddles, payroll and training of new hires.

**Quality & Business Development Manager, SE Health**

Jan 2018 – Jan 2019

Supported the Regional Director manage healthcare services operation P&L, providing high-stake customer service in large organization across 3 Regions. Scope of responsibilities included: quality assurance, day-to-day operation, BI support, client satisfaction, business process improvement, sales, budgeting and financial reporting.

Key accomplishments:

- Implemented effective quality assurance process and business automation to maximize internal capacity and enabled top line growth of 5%.
- Improved overall client satisfaction within 3 quarters by 15% and developed key partnerships from multiple industrial segments in both government and private sectors, which increased sales for Private pay by business 5%.
- Transformed conventional operations to a digital platform leveraging data analytics to drive improved outcome in a culture resistant to change.
- Improved employee engagement scores by 10 points and reduced turnover rate by 12% within 1 year from operational improvements and extensive collaboration from HR.
- Led root cause analysis on operational issues and provide continuous improvement solutions.
- Researched and identify best practices, then work collaboratively with internal teams to implement evidence based practices, including re-engineering and standardization of process.
- Designed effective loss revenue process and successfully implemented it to bring 3 regions within target in less than 3 months – resolved complex nursing report compliance concern.
- Consulted with FLS, coordinators and leadership regarding projected business needs and program navigation.
- Conducted root case analysis and implemented process improvement techniques using DMAIC model to reduce operation deviation and achieve quarterly savings.
- Spearheaded contract negotiations to secure potential clients.

AWARD: ACCREDITATION CANADA by sustaining exemplary operations and standard practices.



Health

Business Development & Sales Associate, Schneider Electric

May 2015 – Dec 2017



Managed all aspects of Field Service Business, effectively increased sales and transformed the Field Service Business from \$1 million to \$2 million within 2 years under the support of the VP.

Key accomplishments:

- Developed and implemented a digital solution tool that increased sales and quotation conversion rate from 35% - 70%.
- Transformed conventional operations to a digital platform leveraging data analytics to drive improved outcomes.
- Engaged in cross-functional (marketing, operations, finance and quality) teams to drive continuous improvement.
- Led IT and finance in execution/implementation of global reporting and business intelligence solutions that provide a holistic analysis for sales, operations and finance. ☐
- Established and managed 30+ B2B and C2C accounts.
- Implemented a new strategic "Sales Incentive Plan" that resulted in a 10% spike in revenue growth, forcing the sales team to acquire knowledge on multiple products, which drove accountability for data integrity. ☐

AWARD: LIFE IS ON [CUSTOMER EXPERIENCE] Recognized by the VP for providing exceptional Sales Support to the clients.

Project Manager/Coordinator, Schneider Electric

May 2014 – Dec 2017



Managed Field services projects, full lifecycle project management for diverse commercial and industrial projects, scheduling, resource forecasting, requirements gathering, scoping, specifications, budget oversight, and reporting.

Key accomplishments:

- Developed and implemented a digital solution tool that increased sales and quotation conversion rate from 35% 70%.
- Single point of contact for internal and external customer.
- Processing PO's, change orders, shipment, warranty, debit memo and, maintaining order files.
- Utilized Business Intelligence (BI) to gather trending data and report on Key Performance Indicators.
- Initiating, facilitating and collaborating with teams to oversee a smooth execution of projects.
- Conducted weekly meeting with the supervisor to update on projects delivery.
- Liaison with appropriate personnel and department managers when performing project activities.
- Provided exceptional sales and customer support to clients leading to strong brand loyalty and satisfaction.

AWARD: LIFE IS ON [DIGITIZE] fully transforming the service business to an End-2-End digitized model.

Manager, Pizza Hut

July 1998 – Oct 2012



Held key-holder responsibilities for hiring, training, and supervising workforce. Managed daily store operations, marketing and promotions initiatives, and communicated sales and productivity goals to team members.

Key accomplishments:

- Increased customer satisfaction from less than 50% to over 90%, by developing individual training plans for all employees.
- Reduced food cost by 5%, labor cost by 10% and increased labor utilization by 50%.
- Increased Quality Assurance Audit Scores by almost 50%.
- Reduced Turn over rate by 25%.

AWARD: PIZZA LEADER [DIGITIZATION] by VP of Operations for successful implementation of Digital POS with a high adoptions rate.

CERTIFICATES

PROJECT MANAGEMENT INSTITUTE, PMP (Project Management Professional Candidate, Present)

EDUCATION

UNIVERSITY OF BEDFORDSHIRE, M.sc (Business Management, 2013) Luton, England

RYERSON UNIVERSITY, B.comm (Business Administration, 2011) Toronto, ON, Canada

Humber College, Advance Diploma (Business Administration, 2010) Toronto, ON, Canada