**PATRICK OATEN**

# EXPERIENCE

**INTERNATIONAL HIGH PERFORMANCE WATER POLO CONSULTANT/COACH, OCTOBER 2016- PRESENT**

* Evaluate and provide feedback on high performance plans for elite teams
* Review of high performance targets
* Support the development, delivery, monitoring and review of projects, programs and events
* To advise National Governing Body to enable them to deliver their high performance, coach/player development and participation plans
* Support in developing, managing and monitoring budgets
* Mentorship to coaches and leaders
* Running of clinics for both male and female players at various levels of play, internationally and domestically
* Assist in the development and implementation of policies and procedures
* Aid in the development of and support innovative partnerships with external organizations

**AIR CANADA ON BOARD SERVICE MANAGER, JULY 2017- JUNE 2020**

* Responsible for the assurance of on board performance and on board product delivery standards.
* Coach and development and performance of the Service Director in relation to established competencies and standard operating procedures
* Responsible for promoting and achieving consistency of service on high yield flights creating a positive impact on the customer experience and developing and strengthening leadership capabilities of the Service Director
* Assist the product management team on areas that require focus and briefing to ensure on board compliance
* Provide feedback to Manager, On Board Service Excellence on the service assessment checklist and the overall on board assessment strategy.
* Accountable for the successful delivery of the On Board Premium Product through leadership, coaching and performance recommendations to ensure successful cabin crew delivery
* Monitor and participate in grooming initiatives to ensure compliance with corporate standards
* Follow up on progress of issues and standards identified by crews
* Serve as a subject matter expert on specific routes and as the primary interface/liaison between cabin crew and Air Canada
* Effectively communicate the rational of company policies, procedures and products on board, during layovers and act as a direct conduit to Air Canada Headquarters to resolve issues
* Provide feedback to the Manager, On Board Service Excellence on areas of training that require more focus
* Provide an active role in the development of service and other non regulatory/technical training
* Interact as public relations person with a focus on high yield customers. Take action on controllable issues on the spot
* Work with Concierge team with standards for hand over of high yield customers
* Provide On Board assessment results and possible recommendations to the Manager, On Board Service Excellence on products and service
* Take an active role in the recognition of Service Director leadership and exceptional on boards service delivery performance
* Ensure that all company standards and procedures are adhered to and act as a resource person for the entire crew
* Implement and maintain effective cabin crew coaching practices focusing on the Service Director.
* Responsible for reporting disciplinary issues and meeting with employees as required
* Conduct grooming checks
* Ensure on board sales procedures are adhered to
* Review and investigate passenger complaints with crew and ensure follow up as required
* Monitor crew performance
* Ensure compliance and briefings specific to the onboard product and quality assurance
* Respond to cabin crew inquiries in a timely fashion
* Provide management support as required in the daily operation and keep abreast of all current issues affecting the crew
* Support all corporate recognition programs

**BRAZILIAN WOMEN’S NATIONAL TEAM HIGH PERFORMANCE PROGRAM LEADER & HEAD COACH, SAO PAULO, BRAZIL, MARCH 2014 – SEPTEMBER 2016**

* Develop and implement sustainable programs and procedures with respect to the

evaluation, recruitment, training and coaching of team members

* Design and implement high performance program of Senior and Junior National teams
* Design, develop and implement world class International game tactics
* Analyze tactics and players of other high performance National Teams
* Provides input and guidance to members of the Brazilian National Water Polo Federation and to the 2016 Rio Olympics organizing committee
* Main point of contact for fellow International coaches and federations with respect to the Brazilian team and its training plan
* Assists in the organization and execution of International Training Camps and Tournaments
* Responsible for elite player identification
* Select, evaluate and monitor the development of National team coaching staff
* Main point of contact for all FINA and UANA representatives in regards to Women’s Water Polo in Brazil
* Historic final placements for both Junior and Senior National teams since acquisition of the teams in 2014

**CANADIAN WOMEN’S PROGRAM HIGH PERFORMANCE DIRECTOR, MONTREAL, QC,**

**MAY 2012 – MARCH 2014**

* Design and implement high performance program, strategies and vision
* Oversee and monitor National Team and Coaching Staff
* Directly involved in Age Group NT’s
* Select and monitor Coaches with approval of the CEO
* Oversee the selection process
* Oversee annual and summer National Team program plans
* Oversee preparations, competition and selections procedures
* Assign roles and responsibilities for Age group National TeamCoaches
* Develop age group National Team members to be achieve Senior National Team status on all levels
* Lead High Performance Coaching clinics and succession planning
* CSL oversight and monitoring (Commissioner) or similar leagues
* Liaison in between domestic development and National Team programs and vision
* OTP duties (reports, analyze, etc.) insuring that 2016 strategy is followed and supported
* Oversee specific events of all Women’s National Teams
* Design of international training and competition for all National Teams
* Evaluate and analyze all National Team programs and vision
* Maintain and build international relationships
* FINA/UANA appointments (together with National Team Working Group)
* Provide leadership to the Long-Term Athlete Development (LTAD) working groups under the direction of the Domestic Director
* Strategy and implementation of involvement and Water Polo education for more Club Coaches & potential National Team Coaches
* Attend and present at the annual leadership summit and similar events.
* Execute other duties related to the nature of the position, as determined from time to
* Oversee special projects or initiatives

**CANADIAN WOMEN’S PROGRAM LEADER & SENIOR WOMEN NATIONAL TEAM HEAD**

**COACH, NOVEMBER 2002 – MAY 2012**

* Devote Coach’s full time and best efforts to the performance of Coach’s duties under this agreement
* Develop and implement programs and procedures with respect to the evaluation, recruitment, training and coaching of team members, which enable them to compete successfully
* Know, recognize and comply with all applicable laws and the policies, rules and regulations of WPC, Sport Canada, CAC, FINA, and others regulatory bodies when applicable

**CANADIAN JUNIOR NATIONAL TEAM HEAD COACH SEPTEMBER 1997 – AUGUST 2003 - 2005**

* Devote Coach’s full time and best efforts to the performance of Coach’s duties under

this agreement

* Develop and implement programs and procedures with respect to the evaluation, recruitment, training and coaching of team members, which enable them to compete successfully
* Know, recognize and comply with all applicable laws and the policies, rules and regulations of WPC, Sport Canada, CAC, FINA, and others regulatory bodies when applicable

**CANADIAN GIRL’S YOUTH HEAD COACH**

**JUNE 1997 – AUGUST 1997**

* Devote Coach’s full time and best efforts to the performance of Coach’s duties under this agreement
* Develop and implement programs and procedures with respect to the evaluation, recruitment, training and coaching of team members, which enable them to compete successfully
* Know, recognize and comply with all applicable laws and the policies, rules and regulations of WPC, Sport Canada, CAC, FINA, and others regulatory bodies when applicable

**HEAD COACH DDO WATER POLO CLUB SEPTEMBER 1993 - MAY 2012, SEPTEMBER 2019- PRESENT**

* Responsible for the overall organization and management of the DDO Water Polo Club

year-round competitive water polo program that offers high-quality coaching and instruction to age-group water polo players of all ages and abilities, male and female

* Plan and implement a comprehensive water polo training program that integrates training between all age groups
* Hire, train, motivate, manage and review water polo coaching staff
* Maintain clear and open communication between players, parents, coaches, and age group representatives
* Hold regular coach’s meetings
* Answer emails and phone calls in a timely manner
* Plan annual team and lessons schedules and assign coaches
* Manage pool space requirements
* Plan and manage tournament events calendar, and monitor timely club entry in major tournaments
* Lead, direct and participate in development activities within community
* Plan, bid and run in-house local, regional, zone and national tournaments
* Attend monthly Club board meetings
* Maintain WPC Club Registrations and Coach Membership (which includes Safety certification, CPR, First Aid and background check)
* Serve as the public face of the DDO Water Polo Club
* Strong oral and written communication skills

**HEAD COACH WOMEN’S WATER POLO PROGRAM AT DOO WATER POLO CLUB**

**JANUARY 1991 - AUGUST 1993**

* Responsible for day to day operation and performance of women’s teams
* Plan and provide the DDO Water Polo Club with competitive teams for National Championships
* Detailed evaluation and monitoring of each female player and their performances

**HEAD WATER POLO COACH AT SUMMER POOL PROGRAMS (1994 – 1999)**

* Responsible for day to day operations of both boy’s and girl’s water polo teams

**NOTEWORTHY COACHING ACCOMPLISHMENTS**

* 2005 Jack Donahue Award – Canadian Coach of the Year
* Silver medalist World Aquatic Championships
* Bronze Medalist World Aquatic Championships
* 2 time Olympian
* Bronze Medalist World Cup
* Two time recipient of Petro-Canada Coaching Excellence Award
* World Junior Champion
* Silver Medalist World Junior Championships
* 3 time Silver Medalist Pan American Games
* Bronze medalist Pan American Games

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| **EDUCATION**  **LEVEL 4 CERTIFIED COACH(NCCP) COACH** | **PRESENT** |
| **BACHELOR FITNESS EDUCATION**  McGill University, Montreal, QC | **1993 – 1996** |
| **SOCIAL SCIENCES & LANGUAGE LITERATURE**  John Abbott College, Montreal, QC | **1991 – 1992** |
| **BUSINESS ADMINISTRATION**  Long Beach City College, Long Beach California S | **1991 – 1991** |

# Skills

* Leadership
* Team work
* Active listening
* Creativity and problem solving
* Strategic planning
* Appropriate and risk assessment decision making
* Written and Oral Communciation
* Presentation and public speaking

# WATER POLO RELATED SKILLS

* **Languages:** English & French, spoken and written, Spanish and some Portuguese
* **Tactical game planning**
* Opponent Scouting
* Technical teaching of water polo skills on both defense and offense
* Yearly training plan
* Dry land/Strength Training knowledge
* Cross training Programs/ Sport transfer
* Team Building
* Physical preparation of athletes
* Program Planning at all levels of play

**REFERENCES**

Adam Krikorian - Head Coach US Women’s Olympic Water Polo Team

[akrikorian@usawaterpolo.org](mailto:akrikorian@usawaterpolo.org)

John Tanner - Head Coach Stanford Women’s Water Polo Team

[jtanner@stanford.edu](mailto:jtanner@stanford.edu), (650)725-9015

Ahmed El-Awadi - CEO Swimming Canada

[aelawadi@swimming.ca](mailto:aelawadi@swimming.ca), (514)974-9902