## PROGRAM MANAGEMENT

To Hiring Management,

I am writing to express my interest in the Program Management position advertised. My education and work experience align well with the qualifications you are seeking for the position. In academic terms, my background is in Mechanical Engineering, successfully completing a three year Diploma specializing in Manufacturing from St. Clair College in 2003. My proven leadership, problem-solving skills along with my ability to network with professionals would allow me to make a significant contribution to the team. In addition, I have excellent written, oral, and interpersonal skills for the role.

Currently, I am working as a Program Manager for Concours Mold. I act as the first point of contact for multiple programs dealing with plastic injection molding for various customers in the automotive industry. I am the liaison between my company and our customers ensuring that we work collaboratively with a full understanding of their needs and exceeding their expectations by demonstrating our high level of professional support and high quality molds. I effectively engage with our customers, from a range of backgrounds, to influence critical decisions and timelines for our projects by providing informative and comprehensive guidance and insight.

My approach to problem solving is both reactive and proactive, investigating and swiftly resolving any issues that may arise whilst also embedding a culture of continuous improvement to prevent problems from occurring in the future. I am known for my calm and cheerful demeanour and excel at diffusing tense situations with clients.

Throughout my career, I have acquired a reputation for my strong and supportive Management style, successfully maintaining high levels of morale, motivation and performance even in situations of intense pressure. Working in a multi-disciplinary team environment enhances my skills in both communication and problem-solving.

I am now looking for a challenging new position and confidently believe I am an ideal candidate for the advertised position. My key qualities include anticipating and managing competing demands and coordinating timelines to ensure the successful completion of projects. I adopt a methodical approach to tasks and possess critical problem-solving abilities. In addition, I am a strategic thinker with outstanding project and resource management abilities. I have strong client relations and administrative awareness and thrive when interacting and collaborating with others.

I take great pride in my work, and I am confident that I will make a positive impact on your organization. With my skills and education, and continuous ability to learn, I will contribute immensely to the success of the role. Thank you for your consideration; I look forward to speaking with you soon.

Sincerely,

Nicole St.Pierre

Nicole St.Pierre

33 Bissonnette Lane

RR#1 South Woodslee

N0R 1V0 (226) 280-3923

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**CAREER OBJECTIVE**

**Program Management**

**SUMMARY OF PROFESSIONAL STRENGTHS**

I am a conscientious and highly motivated individual with work experience in Program Management, Quality Control, and Business Development. I have excellent management, communication and problem-solving skills developed through previous work experiences.

**As a Program Manager, Technical Analyst and Operations Manager I have developed the following skills:**

* **Developing Excellent Communication Strengths.**
* **Delivering Strong Business and Controls Management.**
* **Providing Effective Problem-Solving Techniques.**

**Developing Excellent Communication Strengths:**

* Lead for daily internal and customer meetings
* Organize and lead production staff with multiple time sensitive projects
* Handled customer relations with various suppliers
* Developed and implemented a web-based computer program for tracking defects and customer complaints.
* Assisted with customer orientation.
* Facilitated training of new employees.
* Managed and resolved customer requests

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**Delivering Strong Business and Controls Management:**

* Developed detailed project timelines for multiple projects
* Developed detailed tracking information for project costs
* Facilitated daily meetings with detailed work instructions for design, machining and production areas
* Collected and presented data for multiple defects of supplier and customer related issues.
* Supervised staff of two to twenty employees.
* Developed weekly staff schedules for multiple Tim Horton retail outlets.
* Conducted daily banking requirements, and organized accounts and files.

**Providing Effective Problem-Solving Techniques:**

* Facilitated re-structuring of daily, weekly and monthly targets to meet timelines and production goals
* Developed competencies with a variety of computer software.
* Participated in troubleshooting meetings for various customer/employee issues.
* Facilitated in the interview process and hiring of new employees.
* Developed a customer and supplier database for tracking various supplies.
* Participated in daily continuous improvement meetings.

**WORK HISTORY**

CONCOURS MOLD

Program Manager July 2014 - Present

TIM HORTONS

Operations Management December 2012 - June 2014

TEAM KERSEY CARDIO KICKBOX

Part-Time Fitness Instructor January 2009-April 2014

M&M MEAT SHOPS

Part-Time Customer Service April 2008-December 2012

HIRAM WALKERS

Technical Analyst-Quality Control (Contract) June 2003- August 2004

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**EDUCATION**

St. Clair College of Applied Arts & Technology

Mechanical Engineering Technology (3 year Diploma) Sept. 2000-May 2003

St. Clair College of Applied Arts & Technology

Continuing Education 1999 – 2000

St. Anne’s Secondary School (Received O.S.S. D.) 1993 – 1997

Tecumseh, Ont

**PERSONAL DEVELOPMENT**

L`Essor Football

Parental Team Administrator September 2018 - Present

Belle River Minor Baseball

Team Coach June 2016

St. Clair College of Applied Arts & Technology

Online course-Biology 1-Human Anatomy September 2010

CPR First Aid

Expert CPR and First Aid May 2011

Can Fit-Pro

Certified Personal Trainer Specialist December 2009

Detroit Free Press Marathon

Trained for and Completed October 2009 & October 2018

**REFERENCES**  - are available upon request.