**Johanne Lanciaux**

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**PROFILE SUMMARY**

A highly organized, resourceful, and influential person with a solid track record of success executing strategic sourcing that meet quality standards. Known for being an approachable leader who fosters confident relationship with internal and external customers. Builds and develops performance-driven teams that work together to achieve objectives. Possesses strong technical knowledge combined with business acumen; excels at developing process improvements and streamlining efficiencies while ensuring seamless change throughout cross functional departments. Noted for being adaptable and coachable; often relied upon to fill resource gaps. Promotes an engaged, productive, and inclusive work culture.

**Areas of Expertise:**

* Leadership & Support
* Coaching & Training
* Procurement Strategies
* Monitor & Analyze KPI’s
* Vendor Engagement
* Change Management
* Contract Compliance
* Proven Negotiation Skills
* Cross Functional Teamwork

**Technical Skills:** Proficient with TRAX (ERP System), MCO (Cost Optimization Tool), and Microsoft Office including Outlook, Word, Advanced Excel, Advanced Access, and PowerPoint.

**WORK EXPERIENCE**

**CAE Parc Aviation Services LTD, Dublin, Ireland** September 2020 – July 2021

**Technical Consultant** | November 2020 – July 2021

* On assignment to GECAS LTD**:** Review of engine records for an Aircraft Lease Return

**Technical Consultant** | September 2020 – November 2020

* On assignment to Avolon: Review of engine records for an Aircraft Lease Return

**Air Canada, Montreal, QC** July 2001 – June 2020

**Engine Materials Manager** | November 2019 – June 2020

* Reviewed individual Life Limited Parts documentation for accuracy; ensured certification, compliances and total times were recorded correctly for the purchase to ensure a cost savings of an engine event.
* Investigated discrepancies; contacted vendor to follow up.

**Continuous Process Improvement Analyst** | April 2018 – November 2019

* Promoted to position after successfully performing as Acting Manager while covering a leave.
* Defined and assessed the feasibility and the profitability of improvement initiatives.
* Reviewed and analyzed metrics and Key Performance Indicators (KPIs) to evaluate process effectiveness and efficiency.
* Ensured quality deployment and adoption by staff.
* Assisted in the review for the documentation standard of parts, LLPs, modules, and engines (ex. MRO, purchase, lease, GTs, etc.) in order to meet regulatory and commercial requirements.
* Supported the Lease Manager and reviewed Engine/APU documentation for potential leases and/or exchange contracts.
* Aided and/or covered the Engine Materials Manager roles and to reviewed individual Life Limited Parts for purchase for cost savings of an engine event.

**Senior Data Controller** | October 2017 – April 2018

* Led and managed team of fifteen people; reviewed and assigned daily workload.
* Reviewed and monitored individual performance; provided coaching and training.
* Updated multiple dashboards to monitor daily KPI’s; ensured turn around times (TAT’s) were met.
* Held weekly meetings to discuss challenges/roadblocks to collaboratively determine solutions.

**Continuous Process Improvement Analyst (Acting Mgmt)** | July 2017 – September 2017

* Performed as Acting Manager to cover leave of absence.
* Reviewed and approved the technical documentation upon serviceability of an Engine/APU from the Maintenance Repair Organization.

**Team Leader for the Manager of Commercial Optimization (Acting Mgmt)** | April 2016 - June 2017

* Assessed, performed, and approved complete technical review for potential engine purchases to ensure quality standards are met. Created and/ modified master templates to aid daily tasks.
* Organized and lead induction meetings for purchased engines. Attended meetings on behalf of the Manager of Commercial Optimization.
* Solicited bidders for engine sales.
* Prepared contractual engines for a corporate lease return, compiling reports, statements, MPD tasks, AD/SB status and historical back-to-birth records.
* Reviewed refurbish dates in TRAX to ensure the data was reflecting accurately in the Maintenance Cost Optimization (MCO) tool. Facilitated the financial review of the cost analysis of upcoming maintenance and projected aircraft lease returns by using MCO to determine CTP initiatives.

**Senior Technical Data Controller** |April 2013 - April 2016

* Led and managed a team of fifteen people.
* Reviewed and assigned email requests and daily workload. Followed up with the team to ensure completion in a timely manner.
* Reviewed and monitored individual performance for all workloads assigned.
* Updated multiple dashboards to monitor daily KPI’s; ensured turn around times (TAT’s) were met.
* Provided training and coaching on several processes and transactions within the department. Audited transactions following training sessions with a sign-off for the employee.
* Scheduled and facilitated bi-weekly team meetings.

**Technical Data Controller** | July 2001 – April 2013

* Maintained and rectified automated and manual record systems adding new/ used engines and components, as necessary.
* Determined and controlled critical life limited engine components. Monitored all shop outputs for completeness and accuracy; ensured errors were corrected.
* Identified engine components requiring in-service check.
* Prepared contractual engines for a corporate lease return, compiling reports, statements, MPD tasks, AD/SB status and historical back-to-birth records.
* Liaised with other departments, customers, and manufacturer’s representatives along with shop personnel. Analysed outputs and extracted pertinent technical data.

**EDUCATION & TRAINING**

ST-LAURENT ADULT EDUCATION CENTRE

1-year intensive program in Office System Technologies

CHAMPLAIN COLLEGE

Social Science, one year completed

CENTENNIAL REGIONAL HIGH SCHOOL

D.E.S. (Diplôme d’Études Secondaire)

**In-House Training:**

Accessible Customer Service • WHMIS • Health & Safety Training • TRAX System Training • MCO Training • Conflict Resolution • Leadership • Performance Management • Finance 101 • MsAccess • MsExcel