

## ALLAN G. COLLIER

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### OPERATIONS EXCELLENCE & CONTINUOUS IMPROVEMENT LEADER

Driving global efficiency, process excellence, and sustainable business transformation

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### PROFESSIONAL SUMMARY

Operations excellence and continuous improvement leader with close to 30 years delivering results by combining strategic oversight with hands-on leadership. Known for solving complex problems in collaboration with teams, modernizing workflows, and driving cost savings through process excellence. I lead by staying close to the work — walking the floor, mentoring teams, and ensuring solutions deliver real results and impact. Open to consulting, travel, or international roles where I can help organizations run smarter and grow sustainably.

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### CORE COMPETENCIES

Operations Strategy & Execution • Process Improvement & Lean Management • Change Management & Stakeholder Engagement • Customer Support and Client Relations • Data Analytics and Reporting Automation • Team Leadership & Mentoring • Budgeting & Cost Control • Business Transformation • Infrastructure & Cybersecurity Modernization • Global Product Launch

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### PROFESSIONAL EXPERIENCE

#### Coordinator, Infrastructure and Reporting

Aboriginal Employment Services (AES) Inc., St. John's, NL | 2021 – Present

- Supported budgeting process for National Indigenous Communities to increase accountability, transparency, and efficiency.
- Led the rollout of R/Power BI for automated reporting, and mentored team members to ensure smooth adoption. Reduced reporting cycles from weeks to hours.
- Directed infrastructure upgrades and coordinated cross-team efforts to modernize outdated systems, from physical servers to VMs, and now to the cloud. Reduced outsource costs and coordinated projects to provide cost savings to the organization.
- Developed and enforced new policies for cybersecurity, AI, disaster recovery, and operational processes, improving compliance and resilience.
- Directed Health, Wellness, and Safety, and Emergency Measures programs. Have First Aid/CDE, and Diversity Training.

#### Early Growth Partner (Consultant)

Workflow Intelligence & Technology Services, Paradise, NL | 2018 – 2021

- Consulted with organizations to modernize their workflows cost effectively and directly managed implementation teams through large-scale migrations and system upgrades from on-premise systems to the cloud.
- Managed client relationships and led project delivery teams to modernize workflows and migrate complex electronic content management systems.

- Built standard operating procedures and provided training to client engineering teams to ensure seamless global launch and rollout success.
- Directed third-party vendor collaboration to deliver tailored solutions, ensuring alignment with client needs.
- Developed global multi-language product documentation and training materials, and mentored client teams to sustain improvements post-implementation.

### **Professional Services Solutions Consultant**

Xerox Canada Limited, St. John's, NL | 1995 – 2017

- Managed cross-functional project teams to deliver multimillion-dollar multi-site infrastructure projects on time and on budget.
- Mentored and coached sales and service reps in customer engagement and solutions selling, boosting regional revenue. Exceptional Customer Satisfaction metrics in my tenure, at > 97%.
- Directed the development and launch of automated encrypted workflows, coordinating stakeholders and vendors to meet strict compliance standards.
- Oversaw substantial regional product and revenue growth by mentoring sales/service reps, setting performance standards, and coordinating large-scale projects.
- Led the design and execution of secure, automated workflows for enterprise clients, managing stakeholder expectations.
- Supervised regulatory compliance initiatives, ensuring smooth delivery of solutions and training for client teams.
- Facilitated C-level presentations to create organizational vision and strategies.

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### **EDUCATION**

- **MBA, Management Information Systems & Operations Management**  
Dalhousie University
- **Bachelor of Science, Computer Science & Mathematics (Statistical Analysis)**  
Memorial University of Newfoundland

### **CERTIFICATIONS**

- **Operations Management Professional**, Jack Welch Management Institute
- **Post Graduate Program in Business Analysis**, Purdue University
- **Enhanced Reliability Status**, Government of Canada, Expires Sep 2031
- **OHS Committee, WHS Representative and Designate**, WHSCC NL. Musculo Injuries, Workplace Investigations, Managing Hazards in the Workplace.

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### **TECHNICAL SKILLS**

R | Power BI | Tableau | Python | SQL | AI solutions | SPSS | Jira | Confluence | MFA | Azure Cloud | MS Server | MS Office 365/Entra | MS Project | VOIP & Network Infrastructure | Agile & Lean Methodologies