
Executive Summary

High-energy Manager successful in building and motivating dynamic teams. Cultivates a company culture in which staff members feel comfortable voicing questions and concerns, as well as contributing new ideas that drive company growth.

Core Qualifications

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| • Decisive leader | • Policy/program development |
| • Team building | • Cross-functional team management |
| • Leadership mentoring | • Computer-savvy |
| • Operations management | • Complex problem solving |

Professional Experience

Coaching & Enablement Manager

March 2019 to Current

Rogers Communications

- Drive conversational expertise, ensuring strong customer focused conversations occur with high frequency and consistency across the centre. Monitor site KPIs to ensure that these behaviours are driving the desired outcomes.
- Developed a team of highly proficient TM coaches with a deep understanding of LEAD Coaching program.
- Supported the TMs through Triple Jacking and huddle observations providing consistent feedback on the LEAD Operating Model.
- Ensured our Coaching Effectiveness Survey (eLTR) is managed and communicated monthly to support TM development.
- Worked with Consumer Care Senior Leadership to continue to evolve the LEAD behavioural model ensuring it supports the priorities and performance requirements of the team.
- Worked with the National CEM team to align site activities, build Behavioural Focus material weekly and maintain call flow standards.
- Maximized resources available to develop the leadership behaviours and skills required to meet site performance commitments while reducing friction and deliver on customer service excellence.
- Worked with the site leadership Revenue, Customer, Efficiency and Employee primes to ensure alignment to objectives to identify behavioural opportunities and tailoring skill building activities to close identified gaps
- Collaborated with the CEM Director to create a consistent expectation for site leadership focused on a high expertise in leadership facilitation (ex: ensure quality of huddle facilitation), coaching and building a better workplace and a strong culture.
- In collaboration with site senior leadership and Director, created and facilitated leadership coaching programs focused on increasing the team's ability to drive behavioural changes required to drive results.
- Managed multiple priorities and responsibilities, effectively organizing work to ensure all deliverables were met.
- Maintained expert knowledge of the value that Rogers's products and services provide to our customers.
- Partnered with the operational readiness team to translate new programs, products and services into strong customer focused conversations ensuring the site leadership team is highly skilled prior to launch dates.
- Collaborate with OD Teams to ensure behavioural model alignment in training and the operations.

Team Manager

November 2012 to March 2019

Rogers Communications

- Designed and implemented current reporting package for site to help better streamline the data and ensure that our Leadership Team are able to operate as efficiently as possible
- Design and developed vacation/schedule tracking software to help streamline the TM vacation/scheduling process reducing overall resources required to manage
- Manage the NPI/SRL group, reaching across the various levels of the organization to create/implement processes that will strengthen our customer experience
- Manage head count and group requirements to ensure a high ROI
- Regulate NPI departments budgetary requirements and OPEX
- Coordinated with CIS to develop program to reduce sales slippage
- Collaborated with Customer experience team to develop back order process to increase customer satisfaction
- Collaborated with Strategy & Innovations team to develop HUP process to reduce order correction delays by 50-75%
- Added SHM LOB to help drive customer attach rates
- Collaborated to set up process for back order Resi and SHM equipment to fulfill customers equipment requests

Achievement Coach/ Customer Service Agent/In-Charge Leader

February 2010 to November 2012

Rogers Communications

- Coached agents on protecting revenue and refine their needs based selling skills and minimizing discretionary adjustments through seek to understand approach and gain commitment.
- Delivered presentations to new hire/cross train classes on behalf of revenue protection
- Assisted in creating content for presentations and weekly team connexions
- Designed and implemented coaching tracker system to ensure the team consistently met targets of 95% site content delivery.
- Coached agents on operational standards, policies/procedures, and identify gaps.
- Developed specific, customized coaching plans with CSC's, set weekly/monthly S.M.A.R.T goals with CSC's, linking behaviors with business results.

Education

DeVry College of Technology

Diploma: Computer Information Systems, 2005

Presidents Academic Achievement Award

Training and Achievements

Harvard Manage Mentor(11 courses)
Rogers Management E-Learning(20 courses)
Emerging Leaders
Coaching Certification
Business Impact Award 2015
Business Impact Award 2016
Customer 1st Award 2016
Business Impact Award 2017
Business Excellence Award 2020
Customer 1st Award 2022
Business Impact award 2022
Team of the year 2022
CEO Award 2022
GTACC Award 2021

Rogers Manager Program
Confident Communicator
LEAD Certified