

Nerin Kaur

Brantford, Ontario

nerinkaur2@gmail.com - 647-882-9664

PROFILE

An adaptable professional leader with over 2+ years of senior leadership experience guiding strategic development and change management, as well as over 4+ years creating high-performing teams, and managing high priority projects in the data, product, and information technology sector.

PROFESSIONAL SUMMARY

- Experience managing, leading, recruiting, and performance managing multiple cross-functional teams
- Over 5+ years of project management experience implementing data management, customer service, and information technology projects
- Lead teams in the development of training programs and IT support
- Lead and implemented large scale IT solutions for the Brantford, Niagara, and Hamilton region for over 200 employees
- Created the first Mental Health & Addiction navigation application in Ontario called ConnexGo
- Engaged, and aide in the development of service framework for the East York & Durham Region Ontario Health Team
- Experience working with multiple user software's
- Excellent time management skills to prioritize tasks to meet monthly/ weekly deadlines

CAREER HISTORY

Director, Data, Product, Project Management and Information Technology

January 2020-Present

ConnexOntario

London, Ontario

- Responsible for directing, managing, and overseeing the department, including the development and implementation of policies, strategic planning/vision, and change management.
- Oversees the data, project management, information request, and information technology team's day-to-day functions, including creating new processes, setting ticket priorities, coordinating application promotions, and capacity management.
- Manage operations involved in maintaining an accurate and up-to-date database of information about health services in Ontario and disseminated this information through various formats (i.e., websites/applications, reports, data transfers, etc.).
- Direct the operations involved in product and project management, including setting product direction and priority.
- Examine and re-engineering operations and procedures to compete with emerging technologies and bring forth service improvements.
- Collaborate with internal and external clients to develop the project scope, budget, and timelines as well as develop business requirements, data requirements, functional requirements and prototypes.
- Reported to and worked closely with the Executive Director for business development and strategic planning.
- Manage, coach, recruit, and performance manage individuals within the department.
- Worked with an external vendor to develop and implement up to date privacy policies and procedures as a Privacy Officer.

Management, Health Data Management

2018 – 2020

ConnexOntario

London, Ontario

- Creating cohesive work strategies to ensure an optimal level of productivity, thereby exceeding standard KPI's
- Applied database management procedures to provide timely, complete, and accurate data collection and data quality.
- Supervised the Health Data Liaisons, including participating in hiring, training, scheduling, conducting performance reviews, facilitating regular team meetings, and recommending disciplinary action or termination.
- Participated in provincial and regional workshops to ensure the current structure of the mental health and addictions system are reflected in business operations.
- Lead IT related projects with both internal and external stakeholders by using project management methodologies.

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- Gathered business requirements and conducted needs assessments for external and internal stakeholders.
 - Develop testing teams to decrease IT-related issues.

Project Lead

2016 – 2018

Victorian Order of Nurses (VON)

Hamilton, Ontario

- Responsible for maintaining open lines of communication across all departments within the company.
- Lead and implemented new solutions for the Brantford, Niagara, and Hamilton regions by delegating tasks, communicating to stakeholders, creating training schedules/materials, conducting training, and setup of applications.
- Conducted project evaluation by developing focus groups and analyzing quantitative reports and qualitative surveys to determine if the current implementation requires additional modifications.
- Conducted IT application and technology training (Citrix, Procura, Celltrak, Tablet and Smartphone) for over 100 employees in the surrounding Hamilton, Niagara and Brantford regions.
- Provided technical support to over 100 Nurses and personal support workers in the Hamilton, Niagara and Brantford regions.
- Coordinated with IT to troubleshoot IT-related issues achieving a 90% success rate.
- Applied Quality Improvement methodologies to enhance business workflows and applications.

EDUCATION

Leadershift Learning Series(LEADS) Certificate

2020

PMP Certification

2019

Cybersecurity Management

2019

Master's in Health Informatics

2017

University of Toronto-Toronto, Ontario

Project Management Certificate

2015

Sheridan College-Mississauga, Ontario

Bachelors of Health Sciences – Specialization in Health Sciences

2014

Western University-London, Ontario

COMMUNITY INVOLVEMENT

Organization Chair for the Women's Club Brantford

2018-Present

- Responsible for organizing events, facilitate meetings, distributing meeting agenda and notes, and other responsibilities.

Volunteer for the Non-Profit Sikh Awareness Society

2019 – 2020

- Help create the Strategic plan for the 2019/2020 calendar year.