

**Human Resources:**

- Developed company policy and procedure framework using ISO principles.
- Lead the corporate project to develop an efficient digital time card and expense submittal tool to integrate into the existing operational and payroll systems while meeting Canadian Revenue Agency requirements.
- Corporate re-organisation to direct resources to customer facing opportunities.
- **\*\*Develop the organizational structure, job descriptions, pay scale, onboarding and mentorship program for the operations, accounting, leasing, construction and security departments of a large property management firm.**

**Business Development:**

- Key Account Management role to address specific customer base. Proved these customers are willing to pay for extras (reports, support, project management, etc), highlight services offers that the others did not. Organic growth.
- 5 yr business plan for an Ontario wide fuel division. Leveraged company expertise to enter new markets and deliver services to new customers.
- Aided in the implementation of sector go to market strategy, development of sales team metrics and workflows, sales coaching as well as client prospecting for an agricultural equipment manufacturer.

**Operations:**

- Opened a Toronto, Ontario branch in partnership with a major OEM.
- Implemented a new fuel systems division as a new business to compliment existing services and leverage existing customer base.
- Developed a customer experience feedback protocol to gather pertinent information for business improvement.
- Developed a used equipment sales and purchase strategy which spanned North America.
- First elected Executive Committee Chair - Developed charter.
- Developed and delivered an internal KPI scorecard based on industry metrics to drive operational performance.
- Developed a business continuity plan with associated communication plans and standard operating procedures.

**Operational Efficiency:**

- Company lead on an operational efficiency mandate using Six Sigma principles - interviews, presentations, team building, implementation
- Map workflow of marketing projects from client contact to delivery and review technological tools to improve efficiency and client experience.
- Mapped the workflow of equipment and operator scheduling from client contact to invoicing and identify technological options to improve efficiency and client experience. Lead the company ownership through decision matrix, software selection and implementation.
- **\*\*Map the workflow of a high-end home renovation company, from client contact to completion, and identify technological options to improve efficiency and client experience. Leading company ownership through decision matrix, software selection and implementation.**

**Regulatory:**

- Lead company through an Environment Canada review of company's adherence to the importation regulations for off-road compression ignition engine emission compliance.
- Updated the company policy and procedures regarding commercial vehicle operators registration (CVOR) in 3 branches to meet the Ontario Ministry of Transportation requirements. Included employee training and implementation of mandatory records keeping.
- Review National and Provincial regulations to assess the feasibility of using stand-by power generator sets in peak shaving applications and identify requirements for compliance in Ontario.

**IT:**

- Digitized technician scheduling and work orders for the service department.
- New corporate server room design and start-up to ensure maximum uptime and minimum lag time between 6 branches.
- Converted company phone system using voice over IP technology to reduce operational costs and increase collaboration.
- Co-lead a project to use current IT infrastructure to digitally store work order information and allow for fast and efficient searching through the records.