

Client Name

Operations Management Professional

Results-oriented professional with a multifaceted background in ensuring profitable and efficient operations through staffing structure development, strategic business planning resource/cash flow management, and risk assessment/mitigation.

Qualifications Summary

- Instrumental in designing and executing scalable processes across recruitment, talent management, payroll administration, discipline/grievances, and employee safety/engagement.
- Excel at maximizing organizational performance through the development and ongoing management of key business aspects, including maintenance, budgeting, housekeeping, scheduling, staffing, and events
- Commendable background in steering the planning, analysis, delivery, and revamping of complex transformational projects/programs within agreed timelines and budgetary constraints.
- Possess a solid understanding of LTL freight, cross-docking, and freight forwarding complemented by strong communication, problem-solving, organizational, and analytical skills.

Areas of Expertise

- Operations & Strategy Management
- HR & Office Management
- Strategic Operational Planning
- Aircraft Ground Operations
- PCIS Applications, AS 400, ERP
- Project & Program Management
- Medical & Clinical Support Relations
- Pharmaceutical Waste Management
- Operations Scheduling
- ORMIS Booking System
- Policy Updating & Execution
- Payroll Processing
- Staff & Customer Training
- MS Office, PeopleSoft Inventory
- Cerner Systems User Support

Career Experience

Relief Supervisor - Outpatients / GI Clinic / AD Clinic, St. Paul's Hospital, Vancouver BC 2013 – Current

Schedule pre-operative consults for St. Paul's and Mount Saint Joseph Hospitals. Interact professionally with patients, inpatient wards, physicians, staff, and the general public. Oversee core business aspects, including doctor appointment/day surgery scheduling, vacation bidding, and short/sick calls as per collective agreements. Conduct workload metrics and asset distribution activities by utilizing spreadsheets, databases, and data collection functions. Manage end-to-end administrative checks and other clinical tasks to clinic/surgery scheduling. Prepare patient records, while logging in and coordinating medical profiles, conditions, and progress/pending treatments to respective individuals. Update existing procedures to current guidelines and facilitate staff on/off-boarding and training. Transfer inbound calls to appropriate locals along with providing the required information and responding to the caller's needs.

- Maintained smooth operations of the clinic in the absence of the clerical supervisor/charge nurse.
- Revised training manuals for all positions, while serving as a liaison and trainer for Cerner data systems implementation and new software upgrades.
- Ensured optimal inventory level by organizing billing/travel vouchers and submitting weekly bookkeeping procedures with meticulous attention to detail.
- Awarded with multiple promotions throughout the tenure, initially joining as Switchboard Operator and reaching to Relief Supervisory position through demonstration of prolific performance within multifaceted roles.

General Manager, National Distribution Warehouse, Wholesale Furniture Brokers, Langley, BC 2012 – 2013

Managed end-to-end facility operations through strategic team development/leadership. Oversaw core staffing facets, including hiring, training, performance evaluation, discipline, and safety in the warehouse. Assisted in cultivating

sales/customer relationships to achieve a shared vision. Prioritized and executed several large-scale projects within agreed timelines and budgetary constraints. Supervised capital acquisitions and equipment maintenance to maximize productivity.

- Ensured operational efficiency and profitability by assessing work quality/quantity and proposing corrective actions.
- Developed and scaled warehouse through standards/procedures development and people management.
- Took charge of empty space and created a fully functional distribution hub with an inventory system from scratch.
- Consistently achieved company sales/operations objectives through exploration of business opportunities.

Additional Experience

Actor, Film / Television/Print, Voice Talent, BLK Management, Vancouver, BC

- Served in Finance Committee on Board of Directors for Metro Vancouver Community Theatre.
- Managed core aspects for the agency, including commercials, print campaigns, live theatre, voice talent, and set designing/construction.

Operations Manager, Western Canada Distribution Hub, ICS Courier, Vancouver, BC

- Oversaw end-to-end evening/night operations, 14 personnel in a unionised environment, and 10 contract operators.
- Prioritised and delivered multifaceted projects encompassing national standardization task force, health & safety committee, and Western Canada warehouse redesign.

Operations Supervisor/Training Supervisor, Worldwide Flight Services, Richmond BC

- Supervised cross-border and international ramp operations through effective management of over 120 personnel in a unionised environment.
- Project Management/Company Representation: Trans-border Terminal Expansion | Implementation of Computerized Baggage Scanning System | Cruise Ship Baggage Sortation Redevelopment | National Safety Committee

Certifications

Six Sigma, PMP (Ongoing)

Occupational Health & Safety, Provincial Health Services Authority, Vancouver, BC
Fit Tester - N95 Respirators

Medical Terminology, Mount Royal University, Calgary, AB

Emergency Medical Technician-Responder, Canadian First Aid School, Edmonton, AB
Basic Trauma Life Support | Cardiopulmonary Resuscitation - C Level | Industrial First Aid | Occupational First Aid

H2S Alive Certification, Leduc Safety Services, Leduc, AB

Forklift Certification, Integrity Safety Training & Process Management

Sit-down Counterbalance - Class I/IV, Vancouver, BC | Reach Lift/Walkie Rider Jack - Class II / III