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- 14 years service - Alberta Crown Prosecution Service; experience in justice-based environments
 - 20 years+ in senior management and leadership roles
 - 30 years+ experience across multiple industries - legal, office administration, sales, retail and hospitality
 - Versatile and adaptable

Management and Leadership Experience

- Office Manager (multiple locations) - Alberta Crown Prosecution Service, Government of Alberta
- Front Office Supervisor - hotel industry
- National Retail Development Manager (52 locations) - Pool retail company, Australia
- District Manager & Business Trainer (10-13 locations) - 7 Eleven Australia

Recognized skills

- Extensive problem-solving skills and the ability to work under pressure
- Prioritizing tasks in a dynamic and changing environment
- Excellent oral, listening and written communication skills
- Critical thinking, multi-tasking, time management
- Knowledge of the Criminal Code of Canada and other Legislation and Acts
- Experience in Freedom of Information and Protection Privacy (FOIP) practices
- Experience in Occupational Health and Safety, emergency planning, business continuity planning and fire safety
- Strong experience within the public sector, matrix structure organization, diplomacy skills

Employee Relations Experience

- Experience with staffing in small & large businesses
- Employee life cycle specialist - recruitment, on-boarding, retention, terminations and workforce position management
- Workflow management - performance planning, productivity measurements, skills gaps analysis
- Competency development and employee training
- Experience in processing and managing employee long term leaves and WCB
- Experience in interpreting and applying collective agreements in the workplace

Relationship builder

- Leader by example
- Supporting and investing in the evolution of exceptional people
- Innate ability to connect with others and build positive relationships
- Life-long Learning and professional and personal development advocate
- Supporting the workplace through flexibility, recognition, and appreciation

Financial Experience

- Budget management, operating and manpower expenses (up to approx 30 million per annum) across multiple businesses
- Profit and loss statements, forecasting, balance sheets
- Payroll processing
- Invoice processing, accounts receivable and payable
- Full cycle accounting
- Loss prevention analysis and management
- Experience in cost saving measures and financial constraint management (within the public sector and private business)
- Reviewing and implementation of cost saving contracts with vendors
- Ensuring KPI's are achieved in line with business initiatives
- Implementation of updating business practices for cost saving measures (example: paper to electronic processes to reduce supply expenditure)

Applied experience in change management

- Crown Prosecution Office, Calgary - Essential manager in office policy changes; paper to electronic file system, managing through COVID (including work from home), transitioning to a new financial reporting model, creation of founding administrative processes for new department - Alberta Bail Office
- Contributed to design of new point of sales (POS) system in retail field, trained employees and implemented new system in stores. Managed discovery period, oversaw updates, implemented new procedures and policies. Multiple locations, Australia
- Managed overall digital transformation overhaul in retail and hospitality, including training, technical manuals, change of business processes
- Experience in transitions in IT systems, relocation of premises, re-branding and launching new products
- Extensive experience in working with employees through personnel changes in all tiers of the business structure

Applied experience in multiple IT programs and point of sales systems

Adept to learning new computer software and programs

- Advanced level - Microsoft Office suite
- Advanced level - Adobe Pro
- Working knowledge - SAP Enterprise, Peoplesoft, CosmoLex, Sharepoint, Multimedia & Visual design software, Quickbooks, POS systems.

Applied experience in project management

- Contributed to project - design and implementation of the Alberta Bail Office location, Calgary (Budget 1 million)
- Contributed to project - project assistant, scheduling, reporting, documentation - Pre-Charge approval project, Alberta Crown Prosecution Service
- Lead - store openings, refits & designs, retail development - Australia, small retail businesses (52 locations, franchise) (Budget \$15 million p/yr)
- Lead - training, fulfillment, scheduling, manage store opening, quarterly reviews - Australia, retail big box businesses (7 to 10 locations, franchise) (Budget 3 to 5 million per site build)