**Objective**

 To utilize my work and life, business and volunteer skills and experiences, in teaching, training and motivating individuals and/or assisting students, attain their maximum potential.

**Highlights of Qualifications**

* 20+ years experience working for a major progressive retailer in Canada, covering all aspects of retailing, procurement, marketing, customer service, management, distribution, EDI, training, Logistics and Supply Chain management
* 14+ years of volunteer experience in a NPO, Charitable organization, held positions of President of Conference, Past V.P. Board of Directors and President of Particular Council (comprised of 13 conferences) and Volunteer for a worldwide charitable organization, Society of St. Vincent de Paul, visiting homes and helping new immigrants, refugees, and the needy in our community and around the world, also involved in the training, administrative and effective operations, guidance, conflict resolution, setting up of boundaries, fundraising management of local conferences
* Over 7+ years of teaching and training mature adults, (WSIB, New Immigrants, Refugees, Second Career individuals) at HBi College and Sheridan College, to obtain gainful employment in their field of choice, by improving on their work, computer, presentation, volunteer, speaking and writing skills. Initiated, developed, wrote curriculum and received approval from MTCU (Ministry of Training and Colleges) a second-to-none, Supply Chain and Inventory Management program that was Accredited by CSCSC.
* Excellent organization, coordination, planning, instructing, conflict resolution, and time management skills, developed while working and volunteering in administrative and management positions for a major retail Business and Non-Profit International Charitable organization
* Exceptional research skills (i.e., researching, analyzing and writing) in initiating, developing, writing, submitting and approval of College level, Diploma and Certificate Programs following MTCU guidelines
* Corporate “Action” learning and training in Logistics, Sales & Marketing, Procurement, Transportation, Supply Chain Management, Total Quality Management, Just-In-Time, Retailing, Customer Service, Management Information Systems, Cross-Cultural Communications and ESL (TESL Ontario Accredited)
* Approachable and understanding with excellent listening, analyzing and verbal communication skills, especially in dealing with the poor and needy in our society
* Proficiency in teaching Microsoft applications including Word, PowerPoint and Excel, as well as ACCPAC and SAP software, working knowledge of Microsoft Publishing and website communication
* B.Sc., MBA (Marketing), TESL Ontario, and courses in Fundraising Management (University of Illinois- August 2013)), Bible Prophecy, Online Teaching, Teaching students with disabilities, Resume writing, Human Relations

Summary of Work experience

HBI COLLEGE (previously known as CTI) July, 2004 – 2012

* **Instructor and Curriculum writer** for a very successful Accredited (CSCSC)

Supply Chain and Inventory Management Diploma Program, over 80% of the students from this program were successful in obtaining gainful employment. Students were from diverse and multi-cultural backgrounds, comprising of new immigrants, second career, WSIB and CE individuals

* **Incorporated ESL, CLB level 4-5,** into the classroom and activities, i.e., reading, writing and presentation skills (using MS Word, Excel and PP) to enable students to be job ready in the career of choice
* **Initiated, researched, developed** and was the curriculum writer for programs such as International Business, Business Administration, Accounting, Dental Assistant, Human Resources, Certificate and Diploma programs. Was responsible for coordinating, submission, choosing of Assessors dealing and obtaining approval from MTCU

Sheridan College 2005-2012

* **Instructor ESL Writing**, students were basically CE and new immigrants. Catered program individually and tied it to the curriculum in order that the student achieved the maximum satisfaction and knowledge from participating in the course. Students were diverse and multi-cultural
* Obtained certificate from Sheridan in teaching students with disabilities

Society of St Vincent de Paul 1998-Current

* Volunteer, St. Vincent de Paul Society, helping and aiding the Poor and needy in the community of St. Catherine’s Parish, V.P and Past President for the Local conference and Peel South (PC responsible for 13 conferences), Past, Chairman – Twinning Committee, and Member Stores Committee, V.P. and Member of Board of Directors, TCC
* Successfully administered local conference and Particular Conference training and operational initiatives, maintained sufficient fund reserves and pass-up’s by effective fundraising techniques and open communications at well attended conference meetings
* Encouraged succession planning (no abeyance), effective boundary control, screening processes and sufficient member enrollment; resolved conflicts through confidentiality, and had a Spiritual Director in every conference in the PC, all in guidance with the Rule
* Organized social get-together’s, fundraising, recruiting and appreciation events with Certificates of Appreciation for new and long-time members

Canadian School of Management 2003-2005

* **Professor for Online courses** in Retail Customer Service, Retail Management Communications, Retail Selling Skills, Sales & Marketing Management, Cross-Cultural Communications, Supply Chain Management, and Seminars in Total Quality Management (TQM) for Corporations

Inter Cultural Neighborhood Services (Feb to Aug) 2005

* **Program Developer for ELT Program** for Foreign Trained Professionals (Funded by CIC) – Involved in the very successful outreach, marketing, screening, teaching, coaching, life skills, resume writing and as a Job Developer in obtaining employers and the volunteer placement and documentation of Foreign Trained Professionals in the Field of their choice.

Red Leaf Canada Summer 2004 - 2005

* **Teaching of English (ESL Summer Program) to International students** from Spain, Germany, Brazil, Venezuela, Korea, Mexico, China and Quebec. Also involved in Homestay program for the students.

Sears Canada Inc., (Multiple Management Positions) September, 1973 – October, 2002

* Provided Logistics and Supply Chain Management with full accountability for all operations for the Retail and for the Catalogue Divisions on a National basis.
* Led Buyers, Marketing Managers, Inventory Managers, Financial Managers and Logistic Staff to maintain optimum levels of supply from Vendors both in Canada and offshore.
* Provided leadership in building Logistics procedures and policies, and worked closely with IT to develop effective Logistics systems for Canada’s largest Retail Warehouse facility.
* Established EDI/e-commerce solutions to streamline Sears’ processes.
* Negotiated profitable agreements with vendors, including 16 importers and 200 major Canadian merchandise suppliers, to ensure that prices, terms and conditions provided a “win-win” scenario for both Sears and their suppliers.
* Improved vendor satisfaction as determined by reduced performance penalties. Attained the highest award for performance for 3 vendors, for 5 consecutive years in a row.
* Responsible for Logistics Departmental training and mentoring of employees, buyers and vendors and improved feedback and effective Customer Service
* Responsible for quality initiatives, using ISO directives, within and to improve overall vendor supply performance.
* Recruited, screened, trained and evaluated staff. Assigned and supervised work for the successful operation of over 30 social/training events per year including events with over 2000 guests in attendance.

Education and Professional Development

* MBA (Marketing) Canadian school of management, Toronto, Canada.
* Diploma in Computer Programming, CONTROL DATA INSTITUTE, Ontario.
* B.Sc. Mathematics, Physics and Chemistry, OSMANIA UNIVERSITY, India.
* TESL ONTARIO Certificate & TESL Postgraduate Certificate
* INTERNATIONAL TESOL CERTIFICATE - Teaching of English to Speakers of Foreign Languages (Business English, Computer English, Adult & Kids, Tourism English)
* Online Teaching Certificate - Canadian College of Educators
* Logistics Management Seminar - York University.
* Fundraising Management for Non-Profits (Aug, 2013) UNIVERSITY OF ILLINOIS

Affiliations and Languages:

* The Association of Independent Consultants (AIC) (Past Member)
* Halton & Peel Professional Executive Network (Past member)
* Member Society of St. Vincent de Paul
* Accredited Member TESL Ontario
* Member Canadian Supply Chain Sector Council (CSCSC)
* Fluent English, Hindi, courses in Spanish, French, Italian, Telugu

References available upon request

**SOME TESTIMONIALS FROM MY LAST TEACHING ASSIGNMENT…INSTRUCTOR SUPPLY CHAIN AND INVENTORY MANAGEMENT… (Names and content removed for confidentiality).**

**I was on EI** and needed to enhance my skills in Supply Chain Management and Inventory Control. I did have experience in this field but lacked Canadian certification.... I discovered many things about Supply Chain Management that I previously did not know even though I had worked in the field for many years. The class sizes were small and you got one on one time with the Professor...

**I was laid off** in December of 2008...My instructor was more than helpful at answering all my questions about the industry, had great knowledge and examples to express all aspects of the textbook, and helped me to gain my confidence back at re-entering the workforce. I graduated on January 29, 2010 and was employed on February 9, 2010. I found that the portfolio you create in this course really helps you to accomplish employment because employers get a good look at what you can do as an individual and what you have learned as well....”

**Our Vice President** - Sales, New Technical Director, and Free Lance Consultant came to visit to observe and meet our team personally. I gave them a tour around the facility and explained how I run/operate the Canadian branch. They were impressed on how I managed the branch as a whole. They said that I am very organized. They asked me about my working background, and I told them that I was a former

**Territory Sales Manager**...in the Philippines, and when I migrated to Canada ....I worked as a Project Coordinator. Then I went back to school ... I was re-hired ... after finishing my Program, but worked in the production so I could apply what I learned at school. The consultant was very impressed. She informed me that originally, her goal was to come and teach me and to improve whatever she felt needed to be done, as well as apply the Lean Management Techniques. However, she said that instead of teaching me, she was the one learning from me...”

**"I arrived in Canada** in March 2011. As a newcomer, I was exploring the job market for openings in my field of experience, which was the Hospitality industry. I soon realized that it was not going to be easy as the employers were looking for Canadian experience. I was not too keen on working survival jobs and wanted to do something that will set me up for a long time. I was drawn towards the concept of Supply Chain Management and began researching the subject....The course was just right for me as it had the right content that would help me get a solid foundation in Supply Chain. The duration of the course also ensured that I am ready for a job within 6 months and possess the same level of knowledge, if not higher, than a student graduating from a regular college. We had an excellent teacher ..., who combined the concepts in the textbook with his own rich experience in the field. This made the subject all the more interesting and brought out the best in us... this can be very useful to newcomers as they try to further their careers in this country. "