

PROFESSIONAL SUMMARY

An Army veteran with 26+ years of progressive leadership experience in security, project, program, and operations management across IT, construction, logistics, and service industries. Highly experienced in security, safety, and crisis management within complex environments. An expert in Agile and Waterfall delivery, SDLC, risk and governance, and operational optimization with a proven record of leading large-scale transformation initiatives on time and within budget.

An analytical leader recognized for adaptability, creativity, and ability to drive business improvements, foster stakeholder trust, and deliver measurable outcomes. Adept at process re-engineering, cost optimization, and resource planning to enhance efficiency and customer satisfaction.

CORE & LEADERSHIP COMPETENCIES

- **Operations, Project & Program Management:** Agile / Waterfall, SDLC, risk & issue control, scheduling, and reporting
- **Strategic, Security & Safety Leadership:** Team building, staff training, compliance oversight, crisis management
- **Customer & Stakeholder Management:** CRM, negotiations, conflict resolution, client engagement, and networking
- **Innovation & Process Excellence:** Change management, QA, efficiency optimization, process re-engineering
- **Financial, Resource & Supply Chain Management:** Forecasting, budgeting, cost control, vendor partnerships, logistics
- **Collaboration & Communication:** Cross-functional alignment, executive reporting, multilingual communication
- **Technical & Operational Expertise:** Product & event management, forklift operations, and secure systems integration

PROFESSIONAL EXPERIENCE

Project Manager / Scrum Master Consultant | Healthper USA, Inc. | 2023 – Present
Delivered end-to-end Agile projects enhancing the *HealthyYou* platform. Managed cross-functional teams, risks, and budgets to ensure on-time delivery. Streamlined workflows via JIRA/JQL for improved visibility and collaboration. Partnered with global teams and vendors to ensure alignment and transparency.

Program Manager | Tekky Talks Inc., Ottawa | 2022 – 2023 - Directed multiple IT programs from scoping through delivery, managing budgets and risks. Developed practical project plans aligning operations and systems. Ensured stakeholder visibility through performance dashboards and regular reporting.

Program Manager | Sprinklr | 2018 – 2023 - Led Agile programs for seven Fortune 500 clients, achieving 98% service levels and 100% client retention. Improved delivery efficiency by 35% YoY and generated \$300K savings via strategic vendor management and process optimizations.

Quality Assurance & Customer Service Specialist | Madison Group, Canada | 2022 – 2023 - Oversaw QA inspections and Taron compliance to ensure quality home delivery. Enhanced customer satisfaction through proactive communication and feedback analysis. Managed documentation, training, and team scheduling for smooth execution.

Customer Relations & QA Coordinator | Mattamy Homes, GTA | 2022 - Managed customer relationships, escalations, and warranty processes. Coordinated trades for final home preparation, improving buyer satisfaction and property presentation.

Customer Experience & Operations Roles | Ottawa & Brampton | 2021 – 2022 Delivered exceptional service across hospitality, logistics, and property management sectors.

- **Hotel Marriott:** Managed front desk operations, ensuring high guest satisfaction.
- **GF Pipes:** Operated forklifts and optimized inventory handling for safety and accuracy.
- **Restaurant Operations:** Supervised teams and maintained supply chain efficiency to ensure service excellence.

Project & Property Manager | Akalsteel / Lunen Haus | 2021 - Directed procurement, vendor coordination, and multi-site project execution. Managed property operations, maintenance, and tenant relations. Oversaw budget planning, risk management, and construction governance.

Earlier Career | Indian Army | 1996 – 2018 - Held progressive leadership roles culminating in Director-level command, overseeing operations, logistics, and training for up to 35,000 personnel and \$40M+ in assets.

- Directed battalion operations, improving efficiency by 10% and equipment readiness.
- Delivered multimillion-dollar savings through strategic budgeting and supply chain optimization.
- Designed training programs improving performance metrics by 20% and succession planning for 250+ staff.
- Developed 15+ risk mitigation frameworks and reduced operational incidents by 45%.
- Earned **Chief of Army Staff Commendation Card** and other awards for operational excellence and sustainability.

EDUCATION & CERTIFICATIONS

- Graduate in Humanities | PG Diploma – Disaster Management
- **Certifications:** PMP | Certified ScrumMaster (CSM®) | Certified Scrum Product Owner (CSPO) | Smart Serve | Security Guard License | WHMIS | CPR & First Aid | Forklift License | G License

TECHNICAL & PROFESSIONAL SKILLS

Customer Experience Enhancement | Quality Assurance | Time & Resource Management | Ontario Building Code | Builder Software (BuilderGo, BuilderLynx, Newstar) | MS Office Suite | Outlook | Multilingual Communications.