

RESUME WORLD INC.

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BUSINESS PROFILE

A self-managed and result-oriented Project Manager/Engineer with six years of experience in **Project Management, Estimating, FRP/Bid Development, Contract Negotiation/Administration, Budgeting, Warranty Management, Product Development/Launch, Training/Development, Crew Supervision, Technical Support, and Client Relations**. Experienced in managing large scale industrial and commercial projects with value of up to \$5 million. Proven ability to identify business opportunities and provide the management and technical expertise to sales representatives to achieve revenue targets.

Strategic manager with strong interpersonal, communication, problem solving and decision making skills. Ability to establish and maintain strong alliances; lead and motivate teams; drive projects to successful completion; convey complex technical requirements/data; exceed customer expectations and achieve fiscal bottom-line results.

PROFESSIONAL EXPERIENCE

STENFIELD GROUP, Buffalo, New York

1998 - Present

Project Manager/Field Engineer

Stenfield is the world leader in high performance polymer systems. The company has set the standard for industrial, institutional commercial, polymer, epoxy, and resilient floor surfacing for over 50 years.

SELECTED ACCOMPLISHMENTS

- Successfully managed industrial and commercial installation projects in excess of \$5,000,000
- Increased market share by successfully launching 12 new products in the Canadian market
- Generated additional revenue of \$280,000 by researching, testing and developing a new product
- Played a key role in team sales presentations which led to acquiring large contracts with major corporations such as Cara Foods, Ellis Don, Magna and Canada Bread
- Reduced warranty claims/repairs by 27% through detailed quality control inspection of projects upon completion and analysis of failure reports
- Recognized by senior management as Top Engineer in Canada for three consecutive years
- Contributed to company overall success and revenue growth – from \$27 million in 1999 to \$62 million in 2003

Report to the Vice President of Engineering & Sales with full accountabilities for the following areas:

PROJECT MANAGEMENT

- Manage projects in excess of \$350,000, from concepts through to successful installations and warranty management, which include liaison with both internal and external clients, contract and project administration, monthly cash flow and planning and scheduling construction crews
- Manage the administrative process of contracts for major clients, including GM, Ford and Chrysler, Cami Automotive, Parmalat-Black Diamond
- Prepare competitive quotes of various sizes for entire projects, estimating the cost of materials, labour and equipment and applying prices aimed at securing a strong profit margin
- Collaborate with Sales, Marketing, R&D, Engineering and Contractors in formulating project strategies and delivering customized polymer systems/solutions to meet clients' requirements
- Minimize warranty repairs through project evaluation and working collaboratively with contractors
- Develop, maintain and foster effective relationships with clients, providing update on projects and resolving any issues/concerns promptly to ensure their satisfaction
- Create budgets for quotations and develop proposals in response to request-for-proposals (RFP)

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OPERATIONS MANAGEMENT

- Ensure smooth operations by creating work schedules for 60 contractors complete with timelines, budgets and specification guidelines for construction and installation of polymer systems
- Manage contraction crews working on multi-million dollar industrial and commercial projects, ensuring high level of workmanship and effective utilization of labour, materials and equipment
- Select, interview and recruit new contracting crews and orient them on company's policies and quality control standards related to all type of industrial and commercial installations
- Conduct on-site meetings, discussing project progress with crews and troubleshoot and resolve any issues/problems impeding smooth workflow or project deadlines
- Determine yearly price increases and profit margins for products by evaluating competitive pricing structures and market acceptance for price increases
- Coordinate nationwide product launches for 10 new products
- Review and interpret specifications, blueprints and architectural drawings to create project bids

TECHNICAL SALES TRAINING AND DEVELOPMENT

- Simplify highly technical manuals and standardize training materials; provide product knowledge training to all new recruits, including all account executives to keep them inform of new product development, product launches, technical requirements and specifications
- Collaborate in team sales presentations of high level technical complexities with strong emphasis on helping the sales team to win new contracts and/or increasing business with existing accounts
- Train new installation crews on proper flooring application, techniques and processes
- Maintain a high degree of morale and efficiency by providing ongoing support and motivation to crew members and the sales force

EDUCATION

RYERSON UNIVERSITY, Toronto, Ontario

2000

B.Eng, Chemical Engineering

- Completed courses in: reactor design, process control, chemical plant design and simulation, equipment sizing and wastewater treatment

COMPUTER SKILLS & OTHER TECHNICAL TRAINING

- Experienced in AutoCAD, PFD's, and P&ID,s
- Trained in WHMIS and Fall Arrest Safety Courses
- Microsoft Office – Word, Excel and Project

INTERESTS

- Hockey, Golf, Skiing and Camping
- Coach of youth baseball

REFERENCES ARE AVAILABLE UPON REQUEST
