# Lanson David Van Dyke

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## WORK EXPERIENCE

**TELUS Health,** Toronto, Ontario
*Manager, Forecasting & Capacity Planning & Workforce Operation*                                      May 2022 – Present
- Transformed and standardized WFM practices and processes across 11 LOBs to create alignment, simplicity, and sustain high engagement with 20 operation leaders and 250 frontline agents. 118K in savings by ability to support 66% more work.
- Initiated a career development program for frontline agents. Curriculum entailed learning the end-to-end processes maintaining and improving a WFM system. 66% of agents were promoted within business 3 months upon completion.
- Modernized and oversaw development of reporting infrastructure. Improved visibility to stakeholders on key KPIs and metrics by utilizing Google Cloud Platform's Big Query, Looker, and BI Layer. Founded 45K in savings on adherence from agent lateness.
- Supported the capacity and forecast planning functions. Collaborated with stakeholders to establish the 2024 budget.

**Bell Canada Enterprises,** Toronto, Ontario
*Manager, Workforce & Analytics  – Short Term Capacity Delivery*                                      Jun 2020 – May 2022
- Oversaw the scheduling of 3,000 unionized technicians with a team size of 12 employees. Responsible for delivering optimal capacity based on forecast and actuals. Strategies developed resulted in exceeding 2021 customer offerings metrics.
- Led taskforce of 4 business analysts , project managers, and associates to optimize utilization rate of field technicians. Achieved 1.5% YoY utilization rate improvement leading to $1.2M in overtime savings, exceeding KPI targets by 30%.
- Developed proof of concept monitoring tool to support new work from home environment. Beta version resulted in 20% reduction in staffing cost, increasing productivity by 15%. Built with SQL and Python.
- Initiated Covid-19 benchmark report and delivered to company President and Directors. Became de facto tool for capacity forecast models (+90% accuracy), with output used to evaluate internal health and safety protocol effectiveness. Built with SQL and Python.

*Product Manager – Insights*                                      Oct 2019 – May 2020
- Led cross-functional team of 6 developers and UX designers to develop a mobile and coaching based platform targeting 10K employees. Product purpose was to deliver serviceable insights, coaching opportunities, and recognitions based on user profile.
- Utilized operations experience and beta testing to identify and rank insightful metrics in a meaningful and logical manner for the customer base. Developed with SQL/SAS based script. Provided users 90% time reduction finding effective coaching opportunities.
- Supported beta testing for 300+ senior management users; created UX surveys and optimized feedback process to understand user highlights and pain points. Platform pre-populated employee coaching logs. Resulted in 70% reduction of user documentation time.
- Led team scrum rituals (planning, retros', demos'), wrote user stories, prioritized backlog and managed product roadmap.

**Bell Technical Solutions,** North York, Ontario
*Operations & Analytics Manager – Wireline*                                      Jun 2018 – Oct 2019
- Promoted to management upon graduation - led teams up to 36 unionized techs focused on the installation and repair of Bell services. Through coaching and leadership, team performance led to a 10% YoY reduction in truck rolls for rework.
- Developed Google Survey/Python/Excel apps to automate/increase productivity for the management team which lead to an 80% reduction in time saved preparing coaching/performance reports. Boosted team conformance YoY by 30%.

## ADDITIONAL EXPERIENCE

**Innis College, University of Toronto,** Toronto, Ontario                                      May 2017 – Jun 2018
*Graduate Representative, Innis College Student Society (Elected)*
- Established and oversaw $15K budget to initiate, finance, plan, execute, and communicate events designated for 2018 graduating class size of 400 students, with events seeing record levels of turnout. Volunteered time to fulfill a role historically staffed for two.

## EDUCATION & CERTIFICATIONS

**University of Toronto**, Toronto, Ontario                                      2014 - 2018
Honours Bachelor of Science, Double Major Mathematics and Economics

**Project Management Certificate** (University of Toronto)                                      Apr 2022
**Professional Scrum Master 1** (PSM I)                                      Mar 2022
**Data Analytics Professional Certificate** (Google)                                      Jan 2022

Foreign Language: Mandarin Chinese (Proficient spoken / written)
Skills: Python, SAS, SQL, HTML, CSS, R, Tableau, JIRA, Confluence, NICE WFM  IEX, GCP (BI Layer,  Big Query, Looker)
Interests: Scrabble, Survivor, Water Polo, Formula 1, Fantasy Football