

BRUCE DEMERS

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PROFESSIONAL PROFILE

I am a resourceful and result-oriented team player with integrity, professionalism and personal presence that earns respect and inspires cooperation. I possess excellent communication, interpersonal and decision-making skills together with a positive approach to problem solving.

SKILLS AND KNOWLEDGE ACQUIRED THROUGH EXPERIENCE & TRAINING

Parts & Service Manager - British Columbia - Handicare
Victoria, Vancouver, Courtenay, Kelowna

Oct 2017 – Present

Customer facing activities:

- Service agreement sales / quotations/negotiations (includes remote location costing, GMA, communications with customer)
- Annual inspection coordination and scheduling with Health Authorities and Private facilities
- Facility management paperwork eg. work permits, risk assessments, scope and method statements etc..
- Complaint escalation eg. invoicing issues, dissatisfaction, etc.
- Coordination of factory certification training for dealers and hospital biomed
- Submit annual inspection reports to customers and answer any related inquiries

Internal activities:

- Coordinate annual inspection schedule and personnel
- Coordinate and perform technician and service coordinator annual performance reviews
- Manage field service technician training, certification levels, and scheduled refresher intervals
- Receive, review, and distribute technical bulletins
- Maintain and review adequate inventory of parts for warehouse and service vehicles
- Complete and forward customer complaint records to manufacturers based on identified trends or repeat issues
- Investigate incidents and complete reports for manufacturers, customers, WCB, and Health Canada
- Keep current with regulatory requirements eg. WCB, CSA, Health Canada, etc..
- Provide technical support to all account managers in BC
- Maintain and update PM schedule spreadsheet and add/remove facilities as contracts are renewed/expire.
- Ensure data entry is completed in a timely and accurate manner to comply with Health Canada MDEL requirements
- Partner with Human Resources as a Hiring Manager as needed
- Provide annual and monthly revenue forecasts with periodic updates as requested by GM or region VP
- Monitor and resolve open order and AR backlogs by working with accounting and shipping/receiving
- Actively monitor and evaluate service team performance
- Liaise with sales team on decommissioning / equipment replacement

Service Coordinator – British Columbia: Handicare

Nov 2016 – Oct 2017

Customer facing activities:

- Answer all inbound phone and email requests for service or parts orders
- Provide quotations for repairs including description of services rendered, parts used, and any additional information required by the customer.
- Obtain approvals and purchase orders for billing
- Provide troubleshooting assistance via phone or email; escalate to technician as required
- Coordinate on site repair times with customers including re-contacting them if schedule changes
- Coordinate delivery of remote motors to Delta hub for repairs
- Report any situations of customer dissatisfaction to Service Manager and if needed, assist Service Manager in resolving any issues

Internal activities:

- Keep current with all user manuals and technical manuals for each product
- Monitor open work orders in conjunction with the Service Technician and Service Manager to ensure compliance with response time and quality of service goals
- Complete billable and warranty work order data entry including description of services rendered, parts used, labour, and travel.
- Initiate warranty parts return authorization with manufacturers; track and return defective parts
- Process orders for parts to accounting department for SO creation; monitor open parts orders to ensure timeliness of delivery
- Dispatch technicians and distribute schedule of appointments through gmail calendar
- Monitor technician locations daily to ensure compliance with schedule
- Order and transfer parts as required to maintain adequate inventory levels.
- Receive some parts orders for Victoria branch
- Ship some parts orders for Island customers from Victoria branch
- Communicate any trends/repeat issues to the Service Manager to help identify product quality problems

Service Manager - Peden Recreational Vehicles, Victoria, BC

Nov 2015 – Nov 2016

- Responsible for management of the service department for the repair of recreational vehicles
- Book appointments and schedule technicians
- Submit warranty claims
- Write estimates and quotations for repair or upgrades, including extended warranty companies and insurance companies

Branch Manager/Service Manager

Jan 2014 – Apr 2015

Leavitt Machinery Rentals - Includes mobile fuel delivery & operator training business units.
3 Branches, Kitimat, Prince Rupert and Victoria

- Responsible for overall management of the branch for rental machinery, machinery repair, mobile fuel delivery and operator training school.
- Oversight of preventative maintenance agreements, parts department, staging of materials, billing, scheduling and warranty.
- Oversee facility management ensuring buildings comply with local and provincial requirements as well as waste programs, scheduling of repairs and coordinating contractors
- Oversee fleet maintenance for 20 vehicles. This includes purchasing consumables, preventative maintenance, truck stock for repairs at customer's work site, files for inspection sheets, insurance and driver abstracts
- Review financial statements monthly with Regional Manager to track trends and performance with the goal of keeping or surpassing all line items within the KPI ranges established by the company
- Make travel arrangements and book lodging for guests to the Branch as well as mobile technicians
- Chaired the Joint Health and Safety Committee, performed monthly safety inspections and led weekly toolbox meetings
- Maintain lateral relationships with other branch managers and HR as well as assumed an effective coordination role with all other company business units.
- Oversee mobile fuel trucks and forecast workload for two to three days forward. Reconcile drivers paperwork for billing purposes. When very busy take calls, dispatch trucks and create work orders.
- Reconcile timecards and submit to payroll. Interview and conduct orientation for new hires. Manage employee motivation, performance management and corrective counseling. Recommend transfer, promotion or termination.
- Oversee and monitor performance standards and implement or revise quality programs. Determine where training is required to improve weak areas. Cross train employees as needed.

Shop Supervisor

Universe Machine Corporation, Edmonton, AB

Oct 2006 – Jan 2014

Valve modification and repair for oil and gas industry

- Open all work orders into the ERP program when purchase order received
- Plan, schedule and manage production
- Organize and manage incoming and ongoing jobs from beginning to end
- Communicate with other supervisors to maximize workload.
- Schedule and assign tasks to technicians. Minimize unbillable time.
- Prepare quotations for customer approval.
- Coordinate with internal business units and outsource as necessary to stay on schedule.
- Develop manufacturing plans and prepare estimates and quotations for each job.
- Select third party vendors and track progress.

- Oversee the production process.
- Managed software to source materials, parts and equipment and create purchase orders.
- Maintained vendor relationships and found alternate vendors without sacrificing quality when necessary

Machinist, Machine Building, Machine Repair

Croatia Machine Tool, Windsor, Ontario May 1987 - Oct 2006

- Manufacture custom parts for machinery, plastic injection molds, dies and construction implements using general shop machinery. Tool steels, welded fabrications, cast iron
- Build Sub-Assembled components for Ford, GM and Chrysler assembly lines
- Overhaul aged machinery back to new condition

EDUCATION/PROFESSIONAL DEVELOPMENT

Aircraft Maintenance Engineer, Centennial College, Toronto, Ontario

Leadership for Safety Excellence – MHSA, Edmonton, Alberta 2012

5 Choices to Extraordinary Productivity, Franklin Covey, Edmonton, Alberta 2014

Time Management & Managing Multiple Projects & Deadlines, Skillpath, AB 2012

Dealing with Unacceptable Employee Behaviour, Skillpath, AB 2012

Joint Health & Safety Committee Training – Leavitt Machinery, Coquitlam, BC 2014

First Aid, Level A CPR/AAED – St John Ambulance, Edmonton, AB 2014

Ceiling Lift Technician – Prism Medical 2016

Computer Skills – EVO/ERP, SILK ERP, IDS ERP, CRM, MS Office, Concur, Total Access, Element Fleet, EZ Labour, Sharepoint,

Excellent References Upon Request
