

Jesse Koteles – MBA, PMP, BTech, CSE

Business Skills

- Expert at performing gap and impact analysis by identifying existing processes and creating roadmaps to meet requirements.
- Extensive experience leading, mentoring, and coaching individuals and teams to add organization value and align business requirements.
- Unified cross functional business teams with value-added KPIs and balanced scorecards for organizations.
- Demonstrated ability in development of curriculum and training courses.
- Proven experience in leading teams and business development initiatives.
- Demonstrated experience defining and implementing LEAN methodologies for process improvement.
- Extensive experience designing scorecards and KPI's and presenting large data sets to readers.
- Experienced in creating/defining requirements through JAD Sessions, Delphi, and interviews.
- Experienced in creating data flow diagrams, use cases, state diagrams, and activity diagrams.
- Proven strategy maps, information modelling, logic modelling, root cause analysis, SWOT analysis, and process mapping
- Wide breadth of experience across multiple business sectors including: public, industrial, manufacturing, construction, and technology combined with multi-channel service delivery.
- Experience developing forecasting models, fuzzy logic, predictive algorithms, regression testing, Monte Carlo analysis, and many other data analytic tools.
- Proven excellence in presentations, creative marketing, publications, and advertising.

Management Skills

- Extensive understanding of project and operations management and logistics.
- Created and lead cross-functional teams of 45+ members in various sectors and business projects ranging in annual budget from \$250K to \$15M.
- Team player and self-starter with strong communication, coordination, documentation, project planning and interpersonal skills.
- Formed and nurtured teams to meet business & operational requirements.
- Created documentation and organizational standards.
- Proven experience realizing operational efficiencies and increasing value and margin.

Software Skills

- 2+ years with KNIME, SAS, R, and XLMiner.
- 17+ years with MS Office Suite (incl. Visio and Project), MS SharePoint.
- 7+ years with Primavera, Certified ISO Quality Auditor, SAP, JDE, Wireless Standards, Sage 360/One and Timberline, and Solidworks.
- 6+ Years with Brightspace (D2L), Moodle, & custom eLearning platforms.
- 4+ Years with CAD/CAM/CNC design and implementation.
- 16+ years with Software Development Life Cycles (Agile, Scrum, Waterfall, Spiral, RAD, etc).
- 10+ years with Adobe CS3-CS6 and AutoCAD.
- 12+ years in managing Six Sigma, IEEE 12207, PMI, ITIL, HIPPA, PIPEDA, HL7, and ISO.
- 17+ years in Networking, Windows Server 2013, LDAP, LAN/WAN/SAN, Oracle, SQL, and Crystal Reports.

Education	
✓ MBA with Business Analytics Leadership Specialty – in progress ✓ PMP Certificate ✓ Bachelors of Technology, Project Management ✓ Computer Engineering Diploma (4 year) ✓ Software Engineering Certificate ✓ Six Sigma Black Belt & Lean Certificate ✓ MSAT Certificate (Management Skills in Advanced Technology) ✓ Change Management Specialist Certificate ✓ Biology – Carleton University (3 Years)	
Experience	
Director of Operations Chaparral Industries Kelowna, BC Dec 2017 – Present	• Increased organization performance by implementing efficiencies, lowering costs, boosting morale, and increasing quality. • Created specific KPI metrics and scorecards for team and instituted best practices for each business team which increased production efficiency by 20% and cash flow by 30%. • Led team of 6 managers and production staff of 45. • Created new standards for contracts, change control processes, and other documentation and process standards across organization.
Project Manager Interior Health Kelowna, BC May 2017 – Dec 2017	• Implemented MyHealthPortal for patients to obtain health information online. • Planned post-support strategy to move project into operational budget. • Unified team of BA's, PM's, and consultants and advised senior management on operation of team as it transitioned to operational control. • Liaised with multiple stakeholders throughout organization including physicians, nurse practitioners, pharmacists, government, and public groups. • Coordinated onsite rollout to all acute facilities. • Created support processes for patients, physicians, and other key stakeholders.
Project Manager SK Form & Finish Kelowna, BC Apr 2016 – Feb 2017	• Planned large & industrial projects (Yoho Overpass, Devon Waste Water Treatment Plant, & Manufacturing/Processing Facilities) • Coordinated labour schedule, costing, and safety procedures were followed. • Created document standardization framework and process standards. • Conducted site visits to ensure projects were completed to quality expectations. • Controlled project expenditures and created IT support processes.
Director of IT & Operations CanScribe Career College Kelowna, BC June 2014 – June 2016	• Increased value and performance of all staff and off-site team members through effective communication and strong leadership. • Developed business transition for new ERP, CRM, and LMS systems by creating process and information streamlining standards for the organization. • Re-engineered business processes, leveraged new technologies, and created new processes to maximize efficiency – the result was a 70% increase in leads and 40% increase in conversion. • Created new organization structure and initiated functional changes. These changes saw the creation of new BA and PM roles within the organization. • New documentation and process standards were centralized including redesign of existing courses and development of new courses. • Created scorecards and other KPI's to clearly identify areas to improve/focus on.

Director Optimation Consulting Kelowna, BC Apr 1998 – Present        First Nations Health Authority Health through wellness	• Created unique BA practices within each academic institution to collaborate on business practices and research activities. This was essentially an internal BA practice for the institution with the additional unique quality of delivering deep analytics. • Each institution had between 3 and 15 BA's of varying levels that were mentored to create standard analytics for the organization. This standardization created a stable framework that enabled the creation of a user-group to further enhance system functionality. • Managed product development for large healthcare ERP system, which included the first electronic patient record implementation in North America and Europe. • Project leader in establishing an electronic health record and integrated clinical products in France, Germany, Holland, Japan, Canada, and the USA to meet worldwide business demands. • Gathered requirements from executives, physicians, nurses, and staff in frequent joint application development processes (JAD) in politically charged and often hostile settings. • Created processes to incorporate LEAN methodology and realize efficiencies. • Developed a culture of technology rigor with development and test teams, including documenting changes to environment configurations and creating RACI and DMAIC to stabilize and support organization. • Developed product concepts, business and commercialization plans for new technologies in corporate research. Identified and drove improvements in current and future new products for key divisions (e.g. Cerec CAD/CAM). • Maintained continuous alignment of scope with strategic business objectives and enhanced effectiveness of the business and product which captured 85% of the new business market. • Preparation of business cases, product comparisons, competitor analysis, and RFP/RFI's. • Directed joint ventures with vendors utilizing UV technology to develop water sterilization process. • Implemented POS systems for clinics and remote sites to manage/track transactions.
Owner Aaron Windows Delta, BC June 2010 – Dec 2014	• Increased sales by 60% by leveraging sales team and customer initiatives. • Developed new revenue opportunities, increased profitability by improving process efficiency, product enhancements, and effective cost reductions. • Defined and supported all IT hardware/software infrastructure. • Standardized project management practices to increase communication and to exceed customer expectations. • Increased the product line and performance standardization within the manufacturing facility to reduce operating and overhead costs, improving efficiency by 25% and quality level by 2s. • Initiated new product launches and reduced costs, and customer complaints by over 20%. • Negotiated with vendors, suppliers, and managers to increase value of services and products. • Formed partnership with MGW Glass to create installation arm resulting in 30% growth with new service capacity.

District Services Manager Home Depot BC Interior Nov 2009 – May 2013	• Managed all support projects and initiatives for 8 stores in the BC Interior Region. • Consistently achieved the greatest number of awards for exceeding goals. • Took lead role in training associates and service providers on expectations and service standards. • Implemented corporate policies and created guidelines for products, associates and service providers. • Created unique team structure within the organization of analyzing and reporting information to team leads within each store that acted as business analysts. • Developed new scorecards that were implemented nationwide. • Supported POS systems and assembling/distributing of complex POS/ERP data using Excel and VBA.
Operations Manager Visual Defence Western Canada Burnaby, BC June 2006 – Aug 2008	• Directed all production and project management activities and drove strategic business objectives while maintaining effective communication to stakeholders of project plans, contracts, and requirements. • Conducted for the planning and reorganizing the Western office and ensuring policies meet ISO standards and promoting positive relationships with customers. • Created marketing strategies to encourage continuous company growth. • Designed and implemented electronic tracking system for projects and materials.
Lead & Senior Business Analyst Pacific Dental Conference Vancouver, BC Oct 2002 – May 2006	• Designed and implemented an online ERP system (including barcode tracking and RFID systems) with mobile and wireless infrastructure (GPRS and GSM). • Implemented IT infrastructure to support systems development and support. • Conceived and executed all press releases, and marketing publications/communications, and streamlined marketing activities. • Achieved over 220% overall growth with new strategies and streamlining portfolio.
Director of IT Technology Support Team UBC Faculty of Dentistry Vancouver, BC Jan 1997 – Apr 2000	• Designed reports for students, staff, and faculty to summarize large data sets. • Created and promoted the Technology Support Team to serve business units. • Increased the team from two to fourteen including BA's and PM's that were trained and mentored on creating value added metrics for customers. • Created several unique hardware projects such as STAR (Surgical Telescope Augmented Reality), many online student registration systems for multiple faculties, mobile applications, and clinical integrated operator systems.