

Brent Christie

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Objective

To secure a managerial role within a progressive organization where the skills I have developed over time would be challenged and further developed.

Profile

- Excellent communication, teamwork / team-building and organizational skills.
- Strong analytical problem solving abilities.
- A highly motivated individual who takes pride in seeing projects to completion.

Experience

September 2017- Present

Manager then Director of Client Services

- Responsible for all Client Services initiatives in Training and Enablement, Finance, Implementation and Customer Support
- Drive revenue by reducing the weeks to start
- Develop initiatives to measure and increase Customer Satisfaction well maintaining cost efficiency for bottom line growth.

February 2017- August 2017

Customer Service Manager- [SpeedLine Solutions Inc](#)

- Create develop and administer all Customer Strategic Initiatives and Project Plans.
- Responsible for fostering and advancing our industry leading Customer Service department which includes the Installation Team, the Training Team and the Customer Support Team.
- Drive revenue and profit through existing services and recommending new service opportunities.
- Create and manage the budgets for the Customer Service Department.
- Drive Customer retention, increase our Customer Satisfaction rating and build our base of Customers on Support.

September 2016- December 2016

Unit Manager Legal Claims Support [Intact Financial Corporation](#)

- Motivate Legal Support Staff regarding department goals and objectives.
- Recruit and select qualified employees.
- Take an active lead in the communication of department procedures.
- Assess unit's strength and participate in analysis of staffing needs.
- Participate in management team initiatives and planning.
- Ensure successful onboarding for all new Legal Support Staff.

October 2013- September 2016 [ADP](#)

Implementation Manager

- Responsible for ensuring the successful implementation of new clients and the spin-offs, mergers, conversion and standardization of existing clients.

- Accountable for the implementation scope, deliverables, resource planning, scheduling, order assignment and quality of all implementation projects. Ensures project completion is within defined scope, on schedule and has met or exceeded client's expectations, without sacrificing quality.
- Effectively communicate and interact with both external and internal clients and responsible for managing client relationships to achieve excellent levels of client satisfaction.
- Oversee the day-to-day operational activities of a team consisting of Implementation Specialists and Consultants; providing technical and team leadership.
- Allocating resources and/or shifting resources among teams to maximum reaching client expectations

July 2006 – September 2013 [ADP](#)

Manager National Accounts

- Effective remote management of my team.
- Exceeded expectations for outlined service level agreements.
- Responsible for compensation and bonus allocations for the team.
- Introduced bi-weekly one on ones to improve communication and teamwork.
- Established relationships with my peers in other centers to ensure consistency.
- Chair of the Occupational Health and Safety Committee

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February 2004 – March, 2006 [Business Objects](#)

Customer Support Manager, Architecture

- Direct responsibility for 11 North American Resources based out of four cities.
- Responsible for Corporate After Hours Support Program.
- Direct responsibility for the R.A.R.E. budget and accountability to ensure that the team stays within budget constraints set out by Senior Leadership Team.
- Partnered with the Human Resources Department to interview and make final hiring decisions for the team.
- Accountable for managing progress and completion of customer issues according to specified service level agreements.
- Responsible for setting team and individual goals and then devising a plan to effectively communicate these goals to the team.
- Provided guidance and leadership to the team during times of great transition.

February 2003 – Feb 2004 **Crystal Decisions**

Team Leader, Developer Support.

- Hired and trained new employees for fast paced environment
- Scheduled employees work days to be in line with the needs of the organization.
- Met with individuals monthly and evaluated their performance each quarter.
- Responsible for compensation and bonus allocations for the team.

August 1999 – Jan 2003 **Seagate Software/Crystal Decisions**

Technical Product Specialist

- Provide customer support for technical Questions.
- Assist our sales department in sales opportunities.
- Designed reports for customers and for internal company use.

- Acted as a Resource for the company in matters regarding Baan and JD Edwards One World.

Education

Applied Information Technology Diploma

Information Technology Institute, Vancouver, BC

1999

Bachelor of Arts Degree

University of Lethbridge, Lethbridge, Alberta

1992

Certificates:

- Occupational Health and Safety First Aid Certification Level 1
- Joint Occupational Health and Safety Certificate
- Winner of True North Award Business Objects
- National Coaching Certification