

Robert T. Duke, mba

123 Any Avenue, Toronto, Ontario M1M 1M1 • Phone (416) 555-1234 • Cell (647) 555-2345
Email r.t.duke@careerprocanada.ca • LinkedIn: <http://www.linkedin.com/in/rtdcpc>



Top Performing Administrative Executive

chief administrative officer • executive director • director of corporate services

Seasoned strategic, tactical, and operational professional with extensive expertise leading the full scope of Finance, Information Systems, Human Resources, and Facilities Management. Impeccable business acumen with outstanding financial qualifications and verifiable experience overseeing multi-million dollar budgets. Talent for leading mergers, restructuring organizations, and managing change to deliver enterprise excellence.

Highly collaborative team leader inspiring superior performance by developing, coaching, and mentoring employees. Articulate communicator and negotiator with a career-long record of working effectively through committees and presenting corporate information at the board level. A relationship builder, uniting cross-functional teams and organizations to build consensus and achieve corporate objectives. Willing to travel and/or relocate.

Areas of Expertise:

- ◆ Financial Planning & Control
- ◆ Budgeting & Forecasting
- ◆ Leadership & Team Building
- ◆ Participative Management
- ◆ Government Relations
- ◆ Board of Directors Interface
- ◆ High-Level Negotiations
- ◆ Consensus Building
- ◆ Organizational Integration
- ◆ Reorganization & Revitalization
- ◆ Change Management
- ◆ Efficiency Improvement

professional experience

Northern Ontario Community Centres, Barrie, Ontario

2000 - Present

Provincial government funded organization providing a wide range of health services through over 30 contracted agencies. In 2003, the North-East and North-West organizations became co-managed under one Executive Director. The two organizations merged in 2003.

Director of Administrative Services

Oversee Finance, Information Systems, Facilities, Procurement, and Human Resources functions, supporting an organization of 230 employees. Senior financial officer overseeing an operation budget of \$57 million. Lead and manage 7 direct reports, perform strategic planning, lobby government for resources, and effectively manage overall corporate costs.

- ◆ Established the highly effective Corporate Services organization within Northern Ontario Government Services (NOGS).
- ◆ Launched a shared-services model for the Finance, Information Systems, Facilities Management, and Procurement units, improving service levels and reducing annual costs by \$700k.
- ◆ Consolidated two finance departments incorporating business process reengineering and quality improvement approaches, slashing costs by \$50k while simultaneously enhancing service levels.
- ◆ Conceived, designed, and instituted the first formal 3-year human resources plan to achieve organizational strategic initiatives.
- ◆ Spearheaded the development of innovative technical software applications that facilitated the more efficient and effective delivery of services, resulting in a projected headcount reduction of 15%.
- ◆ Played a key role on joint committees overseeing the acquisition and implementation of a new Financial and Statistical Reporting System for operations across Ontario.
- ◆ Reduced the number of bargaining units from 2 to 1 and led negotiations of first and second collective agreements, resulting in improved employee relations and affordable settlements.

Chief Administrative Officer. Abundant content in the power statement is broken down into two paragraphs to create white space and improve readability. This executive assembles his experience in distinct sections to exhibit company context, responsibilities, and accomplishments separately.

Robert T. Duke, mba

Cell (647) 555-2345 • Email r.t.duke@careerprocanada.ca

RTD
Page 2

professional experience (continued)

Maritime Regional Health Department, St. John, New Brunswick

1993 - 2000

Municipal government health department providing a wide variety of public health and homecare services, with 200 employees and 7 sites across the region.

Director Administration & Information Services

Oversee the Finance, Information Technology, and Facilities organizations. Accountable for administering a \$15 million budget. Perform strategic planning, budgeting, and financial reporting. Oversee, develop, and mentor employees. Lead cross-functional project teams.

- ◆ Negotiated with the Provincial Government, Maritime Regional Health Department (MRHD), and Regional Health Board (RHB) and orchestrated the merger and transfer of the MRHD organization into RHB.
- ◆ Initiated a shift from incremental to program budgeting for the Health Department providing meaningful information to decision-makers; the highly successful program became the standard across Canada.
- ◆ Chaired the steering committee overseeing the design and construction of a \$4.9 million health unit; co-ordinated the acquisition, construction, and operation, completing the project on time and under budget.
- ◆ Orchestrated the expansion of the wide area network to all major health units (5 sites) and implemented an in-house training program, ensuring the successful adoption of the innovative technology.

Prior Positions Held

- ◆ Northern Manitoba Institute of Technology, Assistant to VP Finance & Administration; Promoted from Budget Manager as a direct result of outstanding achievements and the attainment of an MBA.
- ◆ Manitoba Recreation & Parks, Financial and Contracts Co-ordinator; Recruited to oversee and institute financial controls within the \$250 million Manitoba Parks Development Project.

formal education

Masters of Business Administration (MBA), University of Western Ontario

- ◆ Focus of studies: Finance, Human Resource Management, and International Business

Bachelor of Commerce (B. Comm.), University of Manitoba

- ◆ Major: Finance

professional development

Queen's University, Kingston, Ontario

- ◆ Executive Program

University of Toronto, Rotman School of Management, Toronto, Ontario

- ◆ Advanced Program in Managing Strategic Change
- ◆ Advanced Program in Human Resource Management

University of British Columbia, Vancouver, BC

- ◆ Planning a State of the Art Financial Information System

professional affiliations

- ◆ Human Resources Professional Association of Ontario (HRPAO), Active Member
- ◆ Health Care Planning Group, Advisory Committee Member