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Experience Summary

Senior operations leader with 9+ years of experience driving profitability, scaling processes, and leading high-performing teams. I currently oversee a 50+ person organization of ICs and managers, where I helped double Annual Recurring Revenue within 12 months. During this period, we also expanded our fleet of AI-powered hardware sensors from 10,000 to over 53,000, enabling significant operational and commercial growth.

Core Skills and Knowledge Area

- Communicates complex operational and strategic insights clearly to executives, cross-functional leaders, and frontline teams.
- Guides product direction and technical decision-making to deliver scalable, user-centric solutions.
- Leads operational strategy, process optimization, and long-term planning to support organizational growth.
- Oversees end-to-end hardware deployment, logistics, and supply-chain workflows to ensure efficiency and reliability.
- Identifies operational and strategic risks and implements mitigation plans that protect business continuity.
- Drives organizational change through clear communication, structured planning, and team engagement.
- Works effectively across global teams and cultural contexts to deliver coordinated, high-impact results.

Professional Experience

Position: Senior Manager of Fulfillment

Company: BinSentry Inc, Canada (2024 – Present)

Responsibilities:

- **Scaled hardware operations and fleet growth**, leading the deployment of 43,000 additional devices in my first year and expanding the installed base from 10,000 to 53,000 units within 12 months. Drove workflow optimization and maintained service costs below 7% of revenue during rapid expansion.
- **Owned end-to-end device logistics across North America and Brazil**, overseeing the monthly movement of 3,000+ devices to customers, service partners, and field technicians. Managed cross-border operations, vendor coordination, and logistics performance.
- **Developed and governed operational standards**, maintaining SOPs that ensure consistency, quality, and compliance across field operations. Served on the company's policy committee to shape operational and organizational guidelines.
- **Led workforce planning and field operations staffing**, including hiring, training, and managing field technicians and service partners. Oversaw resource planning for the entire operations division and managed a team of 61 employees and contractors.

Position: Operations Specialist

Company: BinSentry Inc, Canada (April 2024 – October 2024)

Responsibilities:

- **Supported hardware production forecasting in partnership** with senior supply chain and assembly leaders, ensuring production plans remained lean, cost-efficient, and tightly aligned with demand and growth targets.
- **Collaborated with data and finance teams to analyze cost structures**, operational performance, and variance drivers. Ensured accurate monthly and quarterly reconciliations that enabled informed, data-driven decision making across the organization.
- **Led the Operations KPI initiative**, developing and implementing visualized reporting dashboards that improved transparency, strengthened cross-functional alignment, and accelerated operational decision making.

Position: Program Delivery

Company: Agricorp, Canada (2022 – 2024)

Responsibilities:

- **Managed end-to-end delivery of government-backed insurance and risk-management programs** for agricultural producers across the province, ensuring accurate execution and high service quality.
- **Coordinated cross-functional teams** to meet strict regulatory timelines, aligning operations, policy, and service teams to deliver programs efficiently and without compliance gaps.
- **Supported policy development and operational compliance**, contributing to policy updates, validating program data, and leading producer outreach efforts to strengthen program effectiveness and adherence to regulatory standards.

Position: Product Manager

Company: Hubris Consult Ltd (2018 – 2022)

Responsibilities:

- **Led end-to-end product development** for 30+ client digital products, overseeing requirements gathering, solution design, launch execution, and post-release optimization to ensure strong product-market fit and client satisfaction.
- **Translated business objectives into actionable product roadmaps**, user stories, and functional specifications, enabling cross-functional engineering and design teams to deliver high-quality, scalable solutions.
- **Delivered digital products serving 1,000,000+ end users** across web and mobile platforms, consistently meeting delivery timelines, quality standards, and client expectations.
- **Coordinated cross-functional stakeholders** across sales, engineering, and client organizations to manage scope, prioritize features, mitigate risks, and drive on-time, on-budget releases.

Position: Web Developer

Company: Topaz ICT (2017 – 2018)

Responsibilities:

- **Built and maintained 15+ responsive websites** for small and mid-sized businesses using HTML, CSS, JavaScript, and major CMS platforms, delivering reliable, scalable digital experiences.
- **Developed custom front-end features and integrations** to enhance branding, improve lead capture, and streamline content management workflows for clients.
- **Collaborated directly with clients** to gather requirements, implement updates, and provide ongoing post-launch technical support, ensuring strong client satisfaction and long-term retention.
- **Optimized website performance and accessibility**, improving load times, cross-browser compatibility, and overall user experience across all delivered projects.

Tools

Tableau, HubSpot, Notion, MS Office Suite, Odoo MRP, Amplitude, Jira, GitHub, Figma, SQL, Google Analytics, Confluence, Visio, Timeero, QuickBooks, Excel, VSCode, Process Modelling, NetSuite, SAP, Oracle, Fishbowl, Unleashed, Zoho Inventory, MS Dynamics, Warehouse management systems (WMS)

Education

Federal University of Technology

Bachelor of Technology in Computer Science

2017