

**Management / Operations / Information Technology**

*Willing to Relocate and Travel, with preference for a position in the United States.*

**OBJECTIVE:**

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A long-term associative management position streamlined towards achieving greater levels of responsibility utilizing results-driven abilities in team building, strategic planning, operations and profit building.

**PROFILE:**

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- Efficiently and creatively produce business plans, turnaround strategies, proposals and RFP responses.
- Skilled in project management, strategic planning and interpreting financial/statistical data leading to an impressive growth in profits.
- Instrumentally hire, supervise and train staff and managers in all aspects of marketing, financial management, lead development, account acquisition as well as account follow-up.
- Effectively manage and consult in both large and small international, national and regional manufacturing and service oriented organizations; coordinating financials, contract development and negotiation, business and ethical policies, customer service, marketing, distributor network development and governmental relations.
- Comprehensive experience in needs assessment, problem identification/resolution, cost analysis, price structuring, logistics, inventory management, sales, marketing and budget administration, consulting, Total Quality Management, application software, databases, operating systems, computer hardware and client/server networks.

**ACADEMIC QUALIFICATIONS:**

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<b><i>M.B.A., Degree in Management/Digital Technologies</i></b>	2004
Royal Roads University, Victoria, British Columbia	
<b><i>Certificate, Information Technology Professional (ITP) Program</i></b>	2001
British Columbia Institute of Technology, Vancouver, British Columbia - Technical Training	
<b><i>B.A., Degree in Business Administration</i></b>	1993
Dordt College, Sioux Center, Iowa, Minor Areas of Study: Communications and History	

**EXPERIENCE:**

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***Sabbatical*** 2004 to 2005  
With over three years and a half years applied towards an MBA and Certificate, I decided upon a one year sabbatical. During this time I investigated import/export opportunities regarding the Caribbean. During the MBA process I decided to more intricately investigate areas of interest in

business, communications and technology. This occurred while traveling across the USA and Canada.

- I lived in La Jolla for six months where I took up personal studies regarding international business markets, particularly exercising an interest in imports and exports to and from the Caribbean. The research in this area has opened a vast market potential for a colleague with an expected net income of \$500,000 per annum
- I lived in Salmon Arm, British Columbia for 4 months where I studied interpersonal communication and advances in technology to further develop studies acquired during the MBA process.
- For three months I traveled throughout the Southern States and Western Canada. During this time I gained a great appreciation for the cultural differences and similarities that exist between our two countries.

***Consultant***

2003 to 2004

Tough Duck Marine Ltd., Chemainus, BC - Recruited by the Shareholders of Tough Duck Marine Ltd. to re-engineer the company and reverse a rapidly eroding financial position within the year. Tasked with the development of a step-by-step five-year strategic plan; detailing business and marketing strategies aimed at strengthening the company's position overall in the recreational marine industry.

- Production of a 235 page strategic business plan entitled "Performance and Realization Guide," outlining numerous step-by-step strategies to enhance profitability and consumer awareness.
- Initiated a marginal contribution review of local and export markets, which resulted in a more efficient entry into the \$16 billion niche market.
- Sales increased by 12% on implementation of specific recommendations.
- Analyzed market trends and recommended targeting US male client base.
- Developed market intelligence on various product lines and markets.
- Business volume increased by 16% and exceeded profit margins by 19% in the 1st Quarter of FY 2004.
- Performed risk management and conducted investigations into a wide range of business transactions resulting in an improved pricing policy.
- Created long-term and short-term strategic business plans to meet corporate objectives.
- Developed and implemented the following policies: business, privacy, code of conduct and ethics.

***Manager***

1995 to 2000

Pre-Con Products Ltd., Abbotsford, BC - Responsible in the following wide range of organizational functions: Sales, Operations, Customer Service, Quality Control, Product Management, Distribution, Strategic planning, Market Penetration, Finance and Human Resources in relation to recruiting and developing employees. Depended upon for developing and presenting a strong corporate image in the concrete products industry.

- Maintained data control for product pricing including cost, suggested selling price, classification, insurance costs and export duties.
- Formulated growth strategies to take advantage of shifts in capital investment opportunities, market competitiveness and industry growth.
- Reduced processing time and improved pricing, reporting and product distribution efficiencies. Designed a supply-chain process to allow production and distribution to

- function efficiently. Incorporated the knowledge of EDI, JIT SPC and MRP systems to improve manufacturing processes and logistics.
- Contributed to increasing business volume by 26% in 1998 and exceeded profit margins by 24% in FY 1998.
  - Efficiently re-engineered strategic planning and servicing operations to enhance performance and improve customer satisfaction by 37%.
  - Introduced a detailed business strategy with projected client growth of \$7.6 in new revenue for FY 2004.
  - Utilized skills as project manager to communicate organizational objectives, policies, procedures, organizing work flow, and conducting individualized training.

***Consultant / Owner***

1997 to 2001

Kingma Consulting, Abbotsford, BC - Provide consulting services and project technical assistance to clients, specializing in advanced information technologies, including Web design layout, systems integration, network administration, strategic planning, project direction, market development and account management.

- Evaluated and implemented strategies to leverage emerging technologies.
- Consistently recognized by clientele for meeting goals and expanding profitability.
- Handled all network systems administration, including design, installation, upgrades and troubleshooting.
- Evaluated software alternatives and selected software/hardware vendors.
- Provided one-on-one telephone support to clients, resolving network, hardware and software problems.

***Administrative Assistant***

1993 to 1994

Vanderpol's Eggs Ltd., Abbotsford, BC – Managed the financials for the day-to-day operations of the egg grading facility. One of four members responsible for acquisitions and the expansion of Vanderpol's Eggs market share by developing new business opportunities.

- Advised upper management on matters concerning current and future financial, operational and sales issues.
- Consistently recognized by executives for meeting goals and expanding profitability.
- Integral member of a four person strategic business development team which completed one acquisition and formed a second entity called Inovatech Egg Products.
- Increased profitability and efficiencies in the egg grading plant by 21%.
- Personally reduced operational and administrative costs by 18%; computerized a full range of business functions.
- Recruit, hire and encourage a highly responsive synergistically based work environment.
- Prepared, issued, and processed general accounts payable and supplier checks.
- Acted as liaison between the B.C. Egg Marketing Board, Producers and Vanderpol's Eggs Ltd. Actively pursue and resolve issues arising within any group

***Assistant Manager (Part Time)***

1988 to 1992

Pre-Con Products (1989) Ltd., Abbotsford, BC – Responsible for a wide range of duties in shipping/receiving, maintenance, production, sales, purchasing and HR. Involved in a wide variety of plant operations; machine set-up, quality assurance, production reporting, custom molding, fabrication, finishing, forklift operating and conveyor systems arrangement.

- Developed and implemented streamlined processes and productivity improvements leading to a 50% reduction in tack-welding personnel and variable cost savings in the reprocessing of scrap metal.
- Responsible for purchasing materials and products within the limits of the annual purchasing plan.
- Directed the creation of the annual maintenance forecast and budget in relation to concrete operations.
- Recruited, hired, motivated, and developed top performing employees in production and maintenance. Performed an annual performance appraisal of subordinates and recommend appropriate personnel actions as necessary.
- Responsible for various aspects of union contract negotiation and client relations.
- Assisted the Maintenance Manager in the maintenance of production equipment and forklifts. Developed scheduling and timing for preventative maintenance of all equipment within the company.
- Developed and nurtured empowered/self-directed work teams in all phases of the operation.

#### TECHNICAL EXPERTISE:

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**Software** - Crystal Ball, POM, @Risk, MS Outlook, Adobe Photoshop, MS Project, MS Visio, MS PowerPoint, MS Excel, MS Word, Corel WordPerfect Office 12, ACT!, Adobe Illustrator, MS Exchange, Lotus 1-2-3, Macromedia MX, On track, Power Quest, as well as accounting, financial analysis, budgeting, and business valuation software.

**Technical** - DNS, TCP/IP, IPX/SPX, NetBEUI, AppleTalk, Ethernet, Win Frame, HTML, VPN, and Remote Access Software.

**Hardware** - Raid storage solutions, 10/100/1000 Base-T, WAN, ISDN, Cable, expert in Internet/Intranet protocols and client-server technologies.

**Platforms** - Mac OS, Windows (3.x, 9x, NT 3.1-4.0, 2000, 2003, XP), Dos 2.0-6.22, Linux, Novell NetWare 3.12-4.11, and Microsoft Windows NT Server 3.51-2003.

#### CERTIFICATIONS:

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- Microsoft Certified Systems Engineer, (MCSE)
- A+ Certification, (Service Technician)
- Network Certified, (Network Technician)

#### INTERESTS:

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Golf, Sailing, Photography, Camping, Fishing, Travel