

Gregory Vida

St. Catharines, ON

+1 289 241 1288

greg.vida@outlook.com

[linkedin.com/in/gregoryvida/](https://www.linkedin.com/in/gregoryvida/)

PROFILE

Extensive experience in a fast-paced, rapidly changing business environment, continually acting as a dedicated and highly responsible company representative. Adapts easily to a dynamic working environment in order to meet ever-changing business and client needs. Utilizes a balance of analytical, technical and customer skills to exceed expectations. Contributes to organizations with a precise balance of efficiency and quality of work. Effectively achieves an efficient cost to serve for organizations. Strengths include:

- ✓ Attention to deal
- ✓ Focused
- ✓ Analytical
- ✓ Reporting
- ✓ Problem solving
- ✓ Vast technical aptitude
- ✓ Hands-on learning
- ✓ Adaptable to change and coaching
- ✓ Flexible and able to travel
- ✓ Technologically inclined/learn quickly
- ✓ Vast technological aptitude
- ✓ Brand ambassador

QUALIFICATIONS

- ✓ Class B License
- ✓ Mini-bus wheelchair lift and Q'Straint training
- ✓ Z Endorsement

CAREER EXPERIENCE

Rosa Flora Limited, Dunville, Ontario, Ontario
DZ US Delivery Driver

July 2021-Present

- Experience in Schedule 1 pre-trip inspections, GPS programming, customs paperwork, trip logs, fueling
- Overnight (30 hour shifts) to customers in the US (metropolitan Chicago, Michigan, New England, New York)
- Unloading truck at various locations after hours
- Using navigation and time management skills
- Complete daily DVIR and ELD (eLog)

Accenture formerly **ABS-U**, Thorold/St. Catharines, Ontario
OPERATIONS SUPERVISOR | 2014– 2020

2004 – 2020

- Effectively managed team of 20-30 customer service specialists and managed day to do operations of the contract to ensure balance of delivery and cost to serve

- Managed deployment, UAT, mobilization and go live of digital channels to serve customers
- Oversaw automation of reporting metrics for digital channels for leadership and client visibility to delivery
- Acted as vendor and client liaison, responsible for ad hoc deliverables and monthly reporting
- Solved problems, provided on call troubleshooting and investigation of service level misses to mitigate future occurrences
- Mobilized team to move equipment home, setup assistance and support for work from home in a matter of days due to the pandemic
- Provided and compiled on demand client reporting
- Liaised between client and organization to achieve project outcomes
- Calculated and compiled daily reporting on volumes and service levels and provided to Leadership
- Managed service level agreements and staffing to balance client service delivery and cost to serve with overtime and staffing reductions where necessary
- Troubleshooted daily service level misses to identify delivery issues and ensure monthly service level commitments

CUSTOMER SERVICE EXPERT | 2004 – 2014

- Held various roles from customer service delivery, B2B collections analyst, back office collections
- Contributed to various projects requiring travel to client site, on call after hours support for technical and staffing gaps
- Managed team engagement to identify areas for improvement for employee satisfaction
- Selected as content editor for knowledgebase used by production staff including communication of alerts and announcements
- Acted as location lead for 'pride network', coordinating events, sponsorships and engagement of the network. Grew this network from 15 to 75 members

EDUCATION

AZ COMMERCIAL & HEAVY EQUIPMENT OPERATOR TRAINING AND CERTIFICATION

Transport Training Centres of Canada, Niagara-on-the-lake, Ontario

B CLASS TRAINING

Sharp Bus Lines Ltd., St. Catharines, Ontario

BACHELOR OF BUSINESS ADMINISTRATION (1 year completed)

Brock University, St. Catharines, Ontario

COMPUTER ENGINEERING TECHNICIAN PROGRAM

Niagara College, Welland, Ontario

SOFTWARE SKILLS

Microsoft Office Excel, Word, Outlook

SAP
Salesforce
Citrix environment
Android & Apple operating systems