### James Smith

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# BUSINESS EXCELLENCE LEADER

A laser focused, energetic Continuous Improvement and Change Management Leader supporting organizations’ transition through change. Possesses extensive experience working across multi-national Fortune 500 corporations in pharma, financial services, technology, manufacturing and consulting services, developing and implementing strategies to align and increase business performance.

An effective leader and motivator who is recognized for bringing people together to achieve and sustain performance and improve revenue streams. A passionate communicator who is sought out by organizations to help them identify and realize supply chain and business improvement opportunities.

# KEY STRENGTHS

|  |  |  |  |
| --- | --- | --- | --- |
| Management/Performance/Leadership | | Technical/Professional Expertise | |
| * Continuous Improvement | * Coaching and Mentoring | * Master Black Belt | * Integrated Business Planning |
| * Change Management | * Planning/Communications | * Lean Certified | * Class A Supply Chain |
| * Relationship Building | * Building Lean and Six Sigma Practices | * Prosci ADKAR | * ITIL v3 Certified |
| * Collaboration | * Project Management | * Ops and Service MGMT |

# TARGET MARKET

|  |  |
| --- | --- |
| **Geographic Area** | Greater Toronto Area |
| **Types of Industries** | Pharmaceuticals; Financial Services/Insurance; Technology; Manufacturing; Consulting Firms |
| **Size of organizations** | Start-Ups; Medium or Large established companies |
| **Culture** | Autonomy in executing responsibilities, emphasis on customer satisfaction and internal personnel development |

# TARGET COMPANIES

|  |  |  |  |
| --- | --- | --- | --- |
| **Pharmaceuticals** | **Consulting Firms** | **Finance/Insurance** | **Manufacturing** |
| Abbott | Boston Consulting | BMO | GE |
| Eli Lilly | Ernest Young | Scotiabank | Hatch |
| Glaxo Smith Kline | Deliotte | TD | Siemens |
| Janssen (J&J) | McKinsey & Co. | CIBC | Danaher |
| Pfizer | PWC | Sunlife | Procter & Gamble |
| Sanofi | Bain & Co. | Manulife | Praxair |
| Baxter | AT Kearney | Intact | Samsung |
| Astra Zenca | Booz Allen Hamilton |  | Unilever |
| Teva | IBM |  | BASF |
| Mylan | Capgemini |  | Metrolink |
| Patheon | KPMG |  | Amazon |
| Celgene |  |  | Open Text |
| Bayer |  |  | Teranet |