

Paul Gagne

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PROFILE & OBJECTIVE

A customer oriented individual with consistent dedication to providing exceptional service who thrives in a fast-paced and goal-focused team environment. Highly motivated with solid supervisory, organizational and problem solving skills and the ability to maintain positive relationships with diverse groups of customers and team members. Demonstrated history of initiative, punctuality, decision making and the ability to work independently with minimal supervision and direction. Commitment to continuous improvement and the ability to grasp new concepts quickly. 20 years of DZ class drivers license history and experience as an operator.

EXPERIENCE

Supervisor/Dispatch

2016 - 2024

The State Group Inc.

Driver

- Load 5 ton flat bed and tilt and load trucks with tools and equipment using forklifts, winches and pallet trucks. Secured loads using straps and chains for safe transportation.
- Responsible for planning routes to multiple job sites across southern Ontario daily, ensuring timely delivery and when necessary liaised with site supervisors to manage changes.
- Training in WHMIS, fall arrest, working at heights and forklift operation.
- Followed health and safety and security protocols for different job sites including TransCanada and Dofasco.

Lead Order Fulfiller

- Promoted to Lead Order Fulfiller after 1 year of employment.
- Responsible for daily order picking and preparation for delivery drivers
- Communicated with internal clients providing guidance and assistance with ordering of equipment and tooling.
- Managed warehouse inventory and processed equipment requests using inventory software ToolWatch.
- Liaised with repairs and certification departments to ensure equipment safety and good working order

Supervisor/Dispatch

- Promoted to Supervisor/Dispatch after 3 years of employment.
- Responsible for scheduling regular tool, machinery and sea can delivery/return to job sites.
- Supervised and trained employees in company policies and safe work practices.
- Coordinated with project managers for safe and timely deliveries.
- Worked together with forepersons to problem solve the correct tooling, for the project.
- Worker Health and Safety Rep. St. John Ambulance first aid and cpr training.
- Used Excel to create spreadsheets for Project Managers and Forpersons, to monitor tooling on site.-+
- Used Tool Watch to transfer tooling and create shipping/receiving manifest.

SERVICE TECH/DRIVER

2013 - 2016

Nexgen Municipal Inc, Burlington Ontario

- Read blue prints and followed guidelines and measurements to fabricate parts for municipal compactors and garbage trucks

- Responsible for safe and punctual pick up of raw materials and equipment from distributors to Nexgen's Burlington facility using 5 ton tilt and load truck.
- Responsible for pick up of garbage trucks in need of repair, and delivery of new trucks to customers in timely manner
- Regular safety training in fall arrest, confined space and WHMIS
- Used various loading equipment such as fork lifts and articulating fork lifts to load material and machines for transport
- Managed USA/Canadian log book in accordance with ministry of transportation rules and regulations
- Excelled at load placement and securing materials to flat bed trucks
- Followed all safety guidelines pertaining to individual companies and work sites
- Demonstrates a professional, safe and punctual work ethic

OPERATOR**2007 - 2012**

Ontario Excavac Inc., Toronto, Ontario

- Promoted to Operator position after only 1 year of employment (April 2008) by establishing trust with senior management and demonstrating proficiency and competence with job tasks.
- Takes initiative to arrange on-site meetings with customers in order to reduce potential for accidents / injuries; discusses traffic control plans, safety issues, and use of paid duty officers
- Displays patience and composure and acts in a professional manner at all times while answering customer questions, and managing expectations
- Develops ability to be detail oriented and organized by carefully completing and reviewing documentation for accuracy, adhering to MTO regulations, and utilizing communication skills to carefully explain processes and concepts to customers
- Strengthens supervisory skills and ability to delegate job duties by acting as Team Lead; assigns tasks, monitors for safety compliance and follows-up to ensure completion
- Fosters a positive and cooperative work environment by training, mentoring and evaluating junior employees; improves employee performance by offering encouragement and constructive criticism
- Executes tasks in a safe and efficient manner by remaining up-to-date with training, asking questions and taking required direction, carefully following regulations/procedures and monitoring surroundings to mitigate risks/hazards
- Detects and diagnoses equipment malfunctions and takes corrective action to restore to normal operations; maintains and reviews equipment regularly to ensure optimal functioning

APPRENTICE CHEF**2005 - 2007**

Pepperwoods Bistro, Burlington, Ontario

- Promoted the excellence of cuisine and ensured all customers had an outstanding experience by developing an in-depth understanding of menu items, employing creativity to produce and introduce new entrees, anticipating customers' needs, and fulfilling their requirements in an accurate and efficient manner
- Adhered to Health and Safety/Food Safety regulations and consistently ensured hygiene standards were followed; monitored food storage and temperature and corrected and reported variances when necessary
- Collaborated with Head Chef to plan recipes and menus, taking into account such factors as seasonal availability of ingredients, customer preferences and traffic levels
- Improved quality and consistency of menu items by producing an instruction manual for all staff on food preparation techniques
- Managed planning and purchasing for all food operations; assessed trends, customer traffic and reviewed available stock to ensure order accuracy for following business day
- Developed ability to comprehend, carry out, and relay multiple verbal and written instructions and work with minimal supervision

SHIPPER / RECEIVER & FORKLIFT OPERATOR**2003 - 2005**

Leeson Canada, Brampton, Ontario

- Adhered to shipping and receiving policies/procedures and regulatory compliance procedures and completed appropriate documentation as required
- Ensured accuracy and timely arrival of shipments by examining contents and comparing with records (invoices and orders) and carefully preparing documentation (work orders, bills of lading)

- Conferred and corresponded with establishment representatives to rectify problems including damages, shortages and non-conformance to specifications
- Utilized decision making skills to determine which trucks to load/unload and best transport methods based on shipment size, customer deadlines, and processing delays
- Liaised with co-workers to effectively coordinate the movement of goods in and out of the warehouse

EDUCATION

Culinary Arts School of Ontario
Mississauga, Ontario

2004

REFERENCES AVAILABLE UPON REQUEST