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Rick Lambert

Objective

To further develop my career while staying here in the city of Saskatoon

Summary of Qualifications

Business Systems:

- 10 + years Financial Services experience and sales/service knowledge.
- Business degree including a Marketing and Computer Science double major.
- Event planning including fund raising efforts.
- Portfolio analysis, review, design, and implementation.
- Program specifications, design, implementation, and maintenance.
- Identifying inefficiencies, creating solution proposals, presenting recommendations, and implementation.
- Training skills include the ability to judge a persons current knowledge level, patience, courteous, listening, summarizing, presentation of ideas, use of examples or situations, and leading or assisting with training.

Information Systems:

- 15 + years business systems experience including 7 + years senior mentor ship and Programmer Analyst responsibility.
- Program specifications, design, implementation, and maintenance.
- Business intelligence implementations reducing manual work up to 95%.
- Implemented systems to reduced infrastructure costs by 25% monthly.
- Negotiated telecommunication contract savings of over 50% with vendors.
- Electronic Data Interchange (EDI) investigation, source, recommendation, implementation, documentation, and support. Internal EDI development reduced EDI costs by 75% per map.
- Identifying inefficiencies, creating solution proposals, presenting recommendations, and implementation.

Work History

2012 - Present	Kindersley Transport	Saskatoon, SK
	IS Administrator-EDI, National Account Manager (majority of tenure), CSR – LTL	
2007 - 2013	Primerica Financial Services	Saskatoon, SK
	Sales Representative	
2010 - 2012	Vecima Networks	Saskatoon, SK
	Senior Systems Analyst	
1995 - 2010	Yanke Group of Companies	Saskatoon, SK
	EDI and Business Application Specialist, MIS Coordinator (majority of tenure), CSR – Saskatchewan, R&D Coordinator-West, Single Fleet Dispatcher	
	Others: Lofty Rentals (Property Management), Agricultural Land Management	

Experience Continued...

Business Systems:

- Ability to deal courteously, tactfully and effectively with customers.
- Account Management and Customer Service skills in new account sourcing, developing, monitoring, and conversion to generally supported options.
- Knowledge of business or office principles, procedures, and systems.
- Knowledge of accounting software tools and accounting procedures such as Sage Accounting, bank reconciliation, and ledger balancing.
- Ability to research, analyze and interpret information in accordance with established policies and procedures.
- Ability to solve problems independently and within team dynamics.
- Self-motivated, energetic and able to work in a competitive environment.
- Supervisory duties included intern candidate selection, guidance, reward, discipline.
- Attention to detail in investment planning, paperwork, and customer service.
- Responds to written, telephone and in-person customer enquiries regarding rates, lanes, inquiries, service schedules, and service items.
- Processes insurance applications, responds to related enquiries, collects fees and presents coverage in accordance with established policies, procedures, regulations.
- Responds to enquiries or complaints related to services of the organization.

Information Systems:

- Reporting, requirements gathering, and documentation.
- Planned, prepared, administered, presented, evaluated training of department.
- Interpersonal skills include dealing with people, being patient, courteous, flexible, diplomatic, enthusiastic, and the ability to manage conflict through facilitation.
- Planning, design, implementation, management of inter departmental training.
- Skill in the operation of office equipment, including Windows software.
- Excellent problem-solving and critical thinking at both the personal or team levels.
- Ability to work individually, collaboratively, and to take on leadership roles.
- Mentored new and junior staff.
- Work with clients to determine their needs and viable solutions.
- Ability to communicate effectively, orally and in writing.
- Progressively responsible experience resolving concerns of internal and external customers including processing automated transaction data.
- Microsoft Windows OS including Transact SQL, Microsoft Office Suite, Microsoft Access, and Visual Studio.
- Coldfusion, ASP, XML, and Crystal Reports.
- IBM OS 400 including SQL400, RPG, and Control Language.
- EDI – Electronic Data Interchange including ACE, ACI.

Education

- 1990 - 1995 University of Saskatchewan Saskatoon, SK
- Computer Science and Marketing dual major, Bachelor of Commerce (B. Comm.)
- 2007 Investment Funds Institute of Canada (IFIC)
- Canadian Investment Funds Course

Community Activities

Social Committee President at Yanke and Vecima.
Parish Council, Eucharistic Minister, Welcomer, and Children's Liturgy at the parish level.
System software and hardware support at the parish level.
Home Care Visitor for home care shut-in clients.