

Roddy Robert Annan. MBA, CRMA, GISP, MIAM

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Career Objective

Continue to be a highly experienced problem solver with outstanding technical management and leadership skills. I also uphold my exceptional planning and scheduling skills in executing technical, human resource, customer relationship modeling, and capital developmental projects. I have a verifiable track record of adding value to any tasks undertaken. My focus is and will always be on maintaining proficiency and exceptional leadership in this position; I am always determined to excel in effective resource management, innovation, and process navigation, with outstanding skills and expertise in risk management, customer relationship management, project management, and achieving the highest standard within project deadlines.

Education

Doctor of Business Administration (DBA) – Management, Leadership and Entrepreneurship
Haskayne School of Business – Calgary University – In Progress

Master of Business Administration (MBA) – International Marketing and Strategic Planning.
Shenandoah University – (Harry F. Byrd, Jr. School of Business).

Bachelor of Science (BSc) – Organizational Leadership, CJA (summa cum laude).
Mountain State University – (Charles H. Polk School of Leadership Development).

Associate of Applied Science (AAS) - Healthcare Administration (Medical Services)

Professional Credentials

GISP – Geographic Information Systems Professional.
CPIM – Certified in Production and Inventory Management.
MIAM – Member of the Institute of Asset Management.

Experience

Jan 2024 – Present **Work Control Process Tech/Analyst**
City of Port Moody. British Columbia, Canada

I oversee the management of various work processes for the operations in engineering and operations departments in public utility systems, including all public works services for the city. Responsible for entering and verifying data within the City's computerized maintenance management system. Responsible for maintaining information on City infrastructure assets and must perform duties with accuracy, completeness, and strong attention to detail while operating in a busy environment. I Liaise with internal stakeholders with tact and diplomacy. Research best practices, identify innovative technologies, and develop and recommend new programs and activity proposals.

July 2015- Present **Director/CEO**
Forecastle Professional Home and Healthcare Services

Director of Home Healthcare agency. Handling and coordinating all the legal documentation, including policies and procedures required for the initial start-up. Processing over 2.5 million US dollars in sales for fiscal year 2022. Responsible for and collaborating on all aspects of maintaining the various programs, including administrative activities, staff supervision, and hiring. Service plan review and implementation of strategies, documentation, and record keeping. Providing advanced expertise in Medicaid, Medicare, and private and commercial insurance billing processes. Responsible for fiscal and financial management planning strategies and budgeting. Also accountable for enrolling potential participants/clients and coordinating the intake and discharge from the various health programs. I work with local authorities and county and state agencies as needed and oversee the quality assurance of the programs: patient case record review, utilization review, and incident reporting according to State and Federal regulations.

Apr 2014 – Dec 2023: **Asset Manager and GIS Analyst.**
Utilities Department, Town of Leesburg. USA

Performing technical reviews of water and waste projects, including construction drawings, rezoning permits, and final site plans for all infrastructure development applications; Developed and managed the Town's utility asset management program for all water, wastewater, and inventory systems; implemented mobile geographic information system and asset management platforms. Manage and coordinate the Geographic Information System database, pipe inspections, sewer system analysis, department share Point implementation, and various operational information technology systems and platforms for reporting and data analysis.

Provide technical assistance and guidance to all divisions within the Utilities department and other Town Departments, staff, and general public as needed on water and wastewater infrastructure needs, GIS mapping for both office and field operations, and best management practices issues. Application of ideas and innovations relating to the water and wastewater industry. Supports the Town's facilities permit process and environmental compliance.

Developed and collaborated in water and wastewater capital improvement projects and programs. Developing departmental budget and budgetary requirements, updates to Design and Construction Standards Manuals, and providing the means for best management practices.

Nov 2005- Apr 2014 **Utilities Engineering Tech/GIS**
Utilities Department, Town of Leesburg. USA

I oversaw the management of various databases for public utility systems, including Closed Circuit Television (CCTV) inspections, database management, SQL client, and SQL Express database platforms. Collaboration, advancement, and development of water and sewer inspection software platforms to provide efficiency, leading to over 65% decrease in operational cost through increasing automation and maximizing organizational efficiencies, and using advanced industry practices in information management and marketing principles as the core foundation and development of GIS-centric asset management databases, methodologies, and other operational mapping platforms for both field planning and business process analysis.

Flow monitoring operations, installation, and application, including data analysis and statistical presentations, with quantitative and qualitative project measures and reporting using GIS tools and other software platforms.

Sampling and re-engineering laboratory test parameters for water quality and pollution analysis in water and wastewater laboratory and field settings.

Mar 2003-Nov2005 **Quality Inspector and Power train assembly**
Toyota Motor Manufacturing, Georgetown, KY. USA

Power train engine assembling line, including enforcement of ergonomics and workplace safety practices.

Worked with advanced engineering platforms within the Toyota Production System and undertook quality and safety assurance inspections within an automotive production setting. Supervised a 15-member assembling crew within an operational task group.

Oct 1995 – Jan 2003 Military – Naval Officer

A professional naval officer with marine navigation, communication, and aviation background who maintained excellent skills in human resource management, operations, training, research, analysis, maintenance, and repair of sea-going vessels. Upkeep of all seafaring vessels and personnel throughout the entire service career. Possess effective planning and organizing capability. Able to handle multiple assignments as per ascertained priorities. Possess effective presentation, verbal, and written communication skills. Proven capacity to approach problems effectively, constructively, and creatively. Strong abilities to chalk out plans for developing systems and infrastructure for new projects, installations, and organizations. Outstanding ability to creatively articulate project scope and vision while offering innovative and practical solutions. Able to lead others to derive the desired results. Possesses excellent, motivating capability and can get the most challenging jobs to completion through leadership and management. Able to float new ideas and constructive concepts and formulate plans to execute new projects.

Professional Organizations

GIS Certification Institute (GISCI).

The Association for Operations Management (APICS) - Apple Valley Chapter.

National Association of Sewer Service Companies (NASSCO).

Geospatial Information and Technology Association (GITA).

The Urban and Regional Information Systems Association (URISA).

America Water Works Association.

Institute of Asset Management (IAM)

VAHC- Virginia Association of Home and Hospice Care

CHAP

Summary of Qualifications and skills

Outstanding analytical, technical, interpersonal, and problem-solving skills with advanced knowledge in basic and complex computer applications, including advanced level applications and use of the latest Microsoft Office suite, SQL, ArcGIS(ArcMap, ArcGIS Pro, Arc Scene, Arc Globe, ArcGIS Insights), GIS-Mobile platforms, PH Stat, CAD, QM for windows, Laser fiche, MUNIS, Crystal Reporting, Power BI, QGIS and other advanced automated software's and hardware innovations in engineering, accounting, finance, SAP, ERP, Six Sigma analysis, water and wastewater SCADA systems, data collection and management systems. Research construction and validation. United States Federal and State healthcare health system operations and licensure.

References

Available upon Request