

Oshwayne Simon

Senior Operations Professional

Calgary, Alberta, Canada | oshwayne@gmail.com

PROFESSIONAL SUMMARY

Twenty plus years of progressive operations leadership across logistics, healthcare dispatch, aviation ground services, telecom, and retail. Most recent four year run on the Walmart Canada account out of Calgary covering 50 plus staff and 100 plus daily trailer assignments across three western Canada distribution centres plus seven additional sites. Backed by five years of Health Canada licensed pharmaceutical dispatch with zero delivery errors recorded and Transport Canada cleared aviation experience at Toronto Pearson. PMP in progress.

CORE SKILLS

- Multi site operations management
- Workforce planning and dispatch
- Recruitment, onboarding, and retention
- Client account management (multi million dollar)
- Process improvement and KPI governance
- Supply chain and logistics coordination
- Healthcare and pharmaceutical dispatch
- Aviation ground operations and ramp safety
- Crisis management and business continuity
- Health Canada and Transport Canada compliance
- Alberta Employment Standards Code
- WHMIS and TDG basics
- Cash handling and POS reconciliation
- Microsoft 365 (advanced Excel, Outlook)
- ADP Workforce Now familiarity
- PMP (in progress)

PROFESSIONAL EXPERIENCE

Operations Manager, Dispatcher, Recruiter

Drake International Inc., Calgary, AB | August 2022 to March 2026

- Ran full cycle workforce operations across Walmart Canada's three largest western Canada distribution centres plus seven additional warehouse sites.
- Coordinated 100 plus trailer assignments per day through ADP Workforce Now and internal dispatch boards. Held on time service at 95 plus percent across the account.
- Rebuilt the onboarding and training package after Q4 2022 peak. Voluntary turnover fell from the low 40s down to roughly 31 percent the following year.
- Owned the COVID 19 continuity plan for the account. Zero service interruptions across the pandemic window, written into client quarterly reviews.
- Recruited, screened, and onboarded general labour and skilled trades on a rolling basis through one of the toughest Calgary hiring cycles in a decade.
- Built weekly KPI packs, labour cost summaries, and incident reports. Delivered to senior stakeholders and client leadership every Friday before 10 a.m.
- Held the operation to Alberta Employment Standards Code, client site safety protocols, and internal corporate policy across all documentation.

Dispatch Coordinator

Calea Pharmacy (Fresenius Kabi Canada), Mississauga, ON | 2016 to 2021

- Ran cold chain dispatch for a Health Canada licensed pharmaceutical site serving GTA hospitals, long term care, and community clinics.
- Processed around 200 medication and IV solution orders per day. Zero delivery errors across the five year run, audit confirmed.

Dispatch Coordinator, continued

- Cut average delivery time by roughly 20 percent through driver pairing, hospital sequence rework, and tighter morning cut off windows.
- Worked daily with pharmacists, nursing, and hospital procurement on order changes, urgent pulls, and patient specific delivery requirements.
- Held 100 percent Health Canada compliance for temperature controlled storage and outbound flow across the full tenure.

Aviation Ground Operations (Aircraft De Icing and Passenger Services)

AeroMag 2000 and Swissport, Toronto Pearson (CYYZ), ON | 2015 to 2016

- Performed pre departure contamination inspections and Type I, III, and IV fluid applications under Transport Canada and carrier SOPs. Zero incidents across tenure.
- Communicated aircraft status to cockpit via aeronautical radio under ROC A procedures. Held active RAIC clearance.
- Handled 300 plus passenger touches per shift across check in, boarding, and baggage resolution during summer international peak at Swissport.

Mobile and Technology Specialist

Best Buy Canada, Toronto, ON | 2011 to 2012

- Processed cash, debit, credit, and financing agreements on high value technology and wireless contracts with Rogers, Bell, Telus, Koodo, Virgin Mobile, and Fido.

Service and Product Consultant

Bell Canada, Toronto, ON | 2010 to 2011

- Ran daily till operations at a flagship Bell Canada retail store. Opened and closed floats, handled the in store safe, and prepped daily bank deposits with zero recorded discrepancies.

EARLY CAREER

- Pharmaceutical Material Handler, Kohl & Frisch, Toronto, ON, 2013 to 2014
- Sales Area Representative, Staples Business Depot, Toronto, ON, 2006 to 2010

EDUCATION

- Aviation Operations Diploma, Seneca College, Toronto, ON, 2018
- Computer Networking and Technical Support Diploma, Seneca College, Toronto, ON, 2010
- IT Support Analysis Certificate, Canadore College, North Bay, ON, 2008

CERTIFICATIONS

- Project Management Professional (PMP), in progress, PMI
- Restricted Area Identity Card (RAIC), Transport Canada
- Radio Operator Certificate, Aeronautical (ROC A), Transport Canada
- WHMIS
- Standard First Aid and CPR/AED

This public summary is intended for recruiter and employer review. Additional details are available upon direct professional inquiry at oshwayne.com.