

**Bernie Gingras**  
**Certified Management Consultant / Project Management Professional**

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**Highlights:**

Over 25 years of experience in working with small and medium businesses (mainly technology firms), government departments and non-governmental organizations. Currently Senior Partner with *Gelder, Gingras and Associates inc.* since 1998.

**Accreditations:**

**M.B.A.**, major in International Finance, University of Ottawa. Many academic awards including Dean's Honor Roll;

**M.Sc.**, major in Project Management, Université du Québec; a PMI Registered Education Provider;

**B.A.** in Spanish, conc. in Latin American literature, *Summa cum Laude*;

**PMP** in good standing, member of PMI;

**CMC** in good standing, member of CAMC.

**Keywords:** project management; service quality; performance improvement; training; facilitation; Balanced Scorecard; ISO 9000; service standards; HR Management;

**Languages:** Fluently trilingual English, French, Spanish;

**Security Cleared:** Secret Level, from CIISD; valid to October 2015

**Key Expertise:**

**Quality in Project Management. University Professor** teaching MGP7122 "*Quality in Project Management*" at University du Québec since 2004; Certified Quality Improvement Associate (**CQIA**), lifetime designation from American Society for Quality (ASQ); Certified **ISO 9000 Lead Auditor** training; National Quality Institute : **NQI Implementation Consultant**;

**Training and Facilitation Services:** teaching at Université du Québec and University of Ottawa; running Governance and Ethics Workshop series at Knowledge Circle; delivering a customized Project Management course for government since 1994; facilitation of project planning; process mapping; some application development.

**Human Resources Management:** the last few years have seen me involved in over 20 Human Resources (HR) projects, from staffing (design and administration of assessment tools), to HR Modernization and especially HR Planning; most of this work involved competency-based management.

**Selected Clients:** Bank of Canada; Canada Revenue Agency (Corporate Affairs, Appeals Branch, Investigations Directorate, Verification and Enforcement, Collections Branch, Client Services Branch); Canada Border Services Agency (Trade Verification Program, Major Projects, Adjudications); Natural Resources Canada, Agriculture and AgriFood, Health Canada, National Research Council, Fisheries and Oceans; Infomart; Norpak; DVS Communications, Optima Research Group; Luminos Photonics; BTI Engineering; Mountain Publishing Group; many others. References available in most cases.

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