



Danny Champagne MBA

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PROFESSIONAL SUMMARY

Professional with robust background in directing and managing large-scale operations, consistently driving success through strategic planning and execution. Adept at implementing innovative solutions that enhance productivity and operational effectiveness. Known for fostering teamwork and adapting to evolving business needs, ensuring alignment with organizational goals.

SKILLS

- Relationship building
- Guest satisfaction tracking
- Data-driven decision making
- Strategic planning
- Employee relations
- People management
- Sales support
- Creative direction
- Verbal and written communication
- Scheduling staff
- Client retention strategies

WORK HISTORY

DIRECTOR, HOSPITALITY & SBN OPERATIONS

01/2024 to CURRENT

Scotiabank | Toronto, Canada

- Provides strategic direction, leadership and oversight for all Hospitality Operations (Event Venues, Food Services, and Coffee Program) across the GTA and the centralized support at Scotiabank North ensuring business strategies, plans and initiatives are supported in compliance with governing regulations, internal policies, and procedures
- This includes the ownership of the Centralized Model, internal policies and procedures, key controls and execution of the transformation road map including ensuring business strategies, plans and initiatives are supported in compliance with governing regulations and operational excellence
- Developed high-performing teams by providing mentorship, guidance, and opportunities for professional growth.
- Enhanced team collaboration through regular communication, goal setting, and performance evaluations.
- Established a culture of continuous improvement by fostering open communication channels and empowering employees to voice their ideas.
- Managed budgets effectively to ensure optimal use of resources while maintaining financial stability.
- Facilitated cross-functional collaboration for improved decision-making processes within the organization.

DIRECTOR, OPERATIONS & GUEST EXPERIENCE*08/2022 to 01/2024***Montreal Olympic Park | Montreal**

- Managed high-stress situations effectively, maintaining professionalism under pressure while resolving disputes or conflicts.
- Resolved customer complaints with empathy, resulting in increased loyalty and repeat business.
- Enhanced customer satisfaction by promptly addressing concerns and providing accurate information.
- Collaborated with team members to develop best practices for consistent customer service delivery.
- Collaborated on operational support tasks to achieve common goal.
- Applied excellent problem-solving, process development, and strategic implementation skills to lead and support all areas of operations.

ASSISTANT DIRECTOR, CLIENT EXPERIENCE*09/2019 to 08/2022***Montreal Convention Centre | Montreal**

- Oversee food and beverage projections and budgets for contracted suppliers and in-house F&B
- Oversee Hospitality event operations to ensure client and guest satisfaction
- Manage all operations on the Convention Floor (Guest Services, Coordination, and logistics)
- Led a team of 95+ professionals
- Elevate Client Experience by implementing a Behaviour Signature Program
- Cultivate Client Experience through relationship building and strengthening communications
- Engage & collaborate to better our employee engagement through personal leadership
- Elevated Team Engagement score from 4.1/10 to 8.2/10 in twelve months

DIRECTOR, FOOD & BEVERAGE*11/2018 to 09/2019***Loews Hotel Vogue | Montreal****DIRECTOR, CONFERENCE SERVICES AND CATERING***01/2017 to 11/2018***Omni Mont-Royal | Montreal****DIRECTOR, CONFERENCE SERVICES AND CATERING***01/2013 to 01/2016***Fairmont Hotels & Resorts | Montreal, Canada**

- Inspiring a team of 25+ professionals in Catering and Conference Services
- Elevating Service for this iconic property of more than 1300 rooms and 75,000 Sq.ft. of Meeting Space
- Led a team of Catering Sales Professionals by creating a real Sales Culture
- Actively participated to increase our Catering Sales by \$185K in the 1st Quarter of 2016
- Elevate Client Experience by implementing being proactive (886 to 972 on JD Power Surveys)
- Created an amazing Client Experience Task Force Committee

	<div> <div></div> <div> DIRECTOR, CONFERENCE SERVICES AND CATERING <i>01/2012 to 05/2013</i> </div> </div> <div> Omni Mont-Royal Montreal <ul style="list-style-type: none"> • Leader of the Conference and Catering Services • Proactively seeking new ways to service our groups • Increased Catering Sales by 4% with talented team members (\$90,000) • Managed a complete restructure of the team to better respond to the Hotel's needs </div>
	<div> <div></div> <div> DIRECTOR, CONFERENCE SERVICES AND CATERING <i>01/2004 to 01/2012</i> </div> </div> <div> Delta Centre-Ville Montreal, Canada </div>
EDUCATION	<div> <div></div> <div> Executive MBA Human Resources <i>07/2023</i> </div> </div> <div> University of Fredericton, Fredericton, NB </div>
	<div> <div></div> <div> College Degree Residential Real Estate Professional <i>01/2004</i> </div> </div> <div> Collège De L'immobilier Du Québec, Montreal, QC </div>
	<div> <div></div> <div> College Degree Tourism & Hospitality <i>01/1999</i> </div> </div> <div> Lasalle College, Montreal, QC </div>
LANGUAGES	<div> <div></div> <div> English <div> <div></div><div></div><div></div><div></div><div></div> </div> Native or Bilingual </div> </div> <div> <div></div> <div> French <div> <div></div><div></div><div></div><div></div><div></div> </div> Native or Bilingual </div> </div>