

**Thomas Senzen**  
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Rogers Centre

**Re: General Manager – Rogers Centre (ASM Global / Legends Hospitality)**

Dear Hiring Manager,

I am writing to express my strong interest in the General Manager position at Rogers Centre. With over a decade of senior operational leadership experience in large-scale, high-volume environments, I bring a proven ability to drive performance, ensure service excellence, and lead complex teams in fast-paced, guest-focused operations.

Throughout my career, I have overseen large, multi-shift operations, managed unionized and non-unionized teams, and delivered consistent improvements in safety, service quality, and operational efficiency. In leadership roles with Air Canada and Canada Post, I was responsible for end-to-end operational performance, labor planning, inventory control, compliance, and continuous improvement — all within highly regulated and customer-facing environments.

What draws me to ASM Global and Legends Hospitality is your commitment to creating world-class guest experiences through disciplined operations, strong leadership, and innovative service delivery. I am particularly excited by the opportunity to contribute to a venue as iconic as Rogers Centre, where operational excellence directly impacts both brand reputation and the guest experience.

I bring a hands-on leadership style, strong financial and operational discipline, and a deep commitment to team development. I am highly confident in my ability to lead managers, align cross-functional teams, and deliver results in complex, high-profile environments.

I would welcome the opportunity to discuss how my experience and leadership approach can contribute to the continued success of Rogers Centre and the Legends / ASM Global team.

Thank you for your time and consideration. I look forward to the opportunity to speak with you.

Sincerely,  
**Thomas Senzen**

# Thomasenzen

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## Contact

99 Broadway Ave.

Toronto, Ontario

416.728.2993

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## Education

University of Toronto

St. Micheals College, ON

BA in Theology

## Key Skills

Warehouse & Fulfillment  
Operations  
3PL / Co-Pack Environments  
Labour vs Operational Cost  
Control  
Inventory Accuracy & Flow  
Optimization  
Order Picking, Packing &  
Shipping Processes  
SOP Development & Policy  
Enforcement  
Workforce Planning & Sched-  
uling  
KPI Tracking & Performance  
Reporting  
Health & Safety / WHMIS  
Compliance  
GPS Fleet Tracking  
CVOR Compliance  
Equipment Sign-In/Sign-Out  
Trailer Pre-Loading. Process  
Improvement  
Team Leadership & Coaching  
Fleet Coordination

## Profile

Results-driven Operations and Service Delivery Leader with extensive experience optimizing workflows, improving service performance, and leading high-volume teams through process automation and technology-enabled operations. Proven track record of leveraging operational data, digital tools, and intelligent workflow design to increase efficiency, service quality, and accountability. High-volume production environment. Experienced in leading teams through system adoption, performance analytics, and modernization of service delivery environments.

## Experience

MAY 2020 - PRESENT

**Operations Manager** | Air Canada Maple Leaf Lounges

Results-driven Warehouse and Operations Leader with 10+ years of experience managing high-volume 3PL and distribution environments. Led cycle counts, Kanban counts, and 5S warehouse audits. Proven record in supervising warehouse teams, optimizing labour costs, improving productivity, and maintaining operational accuracy. Expert in fulfillment operations, co-pack workflows, SOP development, KPI tracking, and workforce planning. Supervised warehouse layout optimization including racking, labeling, and staging. Known for driving performance in fast-paced, deadline-driven environments. Monitored KPIs, labour utilization, and service-level performance. Coordinated safety compliance, site inspections, and process audits. HACCP / Food Safety Oversight. Led high-volume environments with direct responsibility for sales performance, upselling, and closing guest-driven revenue.

AUGUST 2015 - 2020

**Operations Lead** | Martin Rea International

Managed co-pack and 3PL-style warehouse operations across transportation and field logistics. Built daily work plans for warehouse, drivers, and production teams. Oversaw receiving, put-away, picking, packing, and shipping operations. Maintained inventory accuracy through cycle counts and tracking controls. Managed third-party carrier coordination and dispatch workflows. Controlled labour deployment to balance productivity and cost. Improved customer satisfaction scores by 25%. Supported SOP development and operational training. Led cycle counts, Kanban counts, and 5S warehouse audits. Owned full sales cycle from lead qualification through closing. Managed quota-based performance targets and consistently met or exceeded revenue goals. Converted inbound inquiries and outbound prospects into closed business. Negotiated pricing, handled objections, and built long-term client relationships. Applied Lean manufacturing principles to improve workflow and reduce waste

JANUARY 2010 – JUNE 2015

**Superintendent** | Canada Post

Led daily operations in a high-volume distribution environment managing 100+ unionized employees across multiple shifts. Experience supporting dangerous goods processes and documentation. Oversaw production targets, labour utilization, and safety compliance in 7-day operations. Logistics, fleet, transportation, and warehouse teams in high-volume, multi-site environments. Planned daily, weekly, and seasonal workload forecasts to ensure balanced production flow. Managed associate performance through coaching, disciplinary processes, training, and continuous feedback. Resolved operational bottlenecks and maintained merchandise flow efficiency. Led health & safety initiatives, workplace inspections, and incident response protocols. Worked closely with HR on staffing, onboarding, grievances, and capacity planning. Drove productivity improvements through process streamlining and real-time problem solving.