

Resume – Daniel Leclair

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Education and Learning

- M.A, Public Administration, Carleton University, 1987
- Graduate Diploma in International Development, University of Ottawa, 1983
- B. Com, University of Ottawa, 1982
- CAP Programme of the Federal Government, 1992-1997
- Strong belief in continuous learning through various workshops on innovation, management, leadership, negotiation, mediation, finances, human resources, marketing and communications

Main Competencies

- Strategic thinking in leading change
- Engagement of staff, colleagues and clients towards through partnerships
- Strong focus on management based on values and ethics
- Recognized as an action manager that is mindful of staff, clients and financial considerations such as pricing and costing issues

Experience – Highlights

- 2008 *Director General, Client Consultancy and Real Property Solutions, Public Works and Government Services Canada (PWGSC) (EX-3)*
- 2005-2007 *Vice-president, Client Services, Translation Bureau, PWGSC (EX-02)*
- 1997-2005 *Director, Consultative Sales, Translation Bureau, PWGSC (EX-01)*
- 1996-1997 *Director, Business Management and Communications, Health Canada, (AS-07)*
- 1994-1996 *Assistant Director, Publishing and Distribution, and Client Account Executive, Canada Communication Group (AS-07)*
- 1992-1994 *Assistant Director, Planning and Research, Energy, Mines and Resources (AS-07)*
- 1990-1992 *Consultant in organizational development, Energy, Mines and Resources, (OM-04)*

Experience and accomplishments

2008 *Director General, Client Consultancy and Real Property Solutions, Public Works and Government Services Canada (PWGSC) (EX-3)*

- Developed a client engagement strategy and a marketing strategy for the Real Property Branch, the largest real estate manager in Canada with an annual budget of over 3 billion dollars.
- Established infrastructure agreements with 15 major departments involved in the delivery of budget 2009 regular and accelerated infrastructure programs.

2005-2007 *Vice-president, Client Services, Translation Bureau, PWGSC, (A/EX-02)*

- As a member of the Senior Management Committee of the Translation Bureau with a budget of 215 millions dollars, 2,000 employees and more than 2,000 external suppliers, I contributed to the repositioning of that institution as a client – focused organization. This is attested by client satisfaction survey results in the upper 80s and continuous growth in business volumes.
- As a leader of a team of 45 professionals in marketing and communications and a budget of 6 millions dollars, I lead client satisfaction, repositioning and marketing studies, reinforced partnerships with both internal and external clients, launched a new corporate identity and revitalized internal communications.
- As champion of NeXus, an employee network designed to integrate and retain new employees, I contributed to its success with an expansion to 250 members and greater employee retention.

1997-2005 *Director, Consultative Sales, Translation Bureau, PWGSC, (EX-01) TPSGC*

- As the leader of 15 client account executives, from 1997 to 2005, our annual business volume increased from 60 million to more than 150 million dollars
- Each year, I lead the process of establishing more than 250 partnership agreements with organizational clients at the international, federal, provincial and municipal levels, for linguistic, translation, interpretation, localization and training services.
- I established a strategic planning framework for the development of client strategies focused on quality and service.
- I created and lead the InnovAction network, which stimulated innovation in the Bureau in terms of technologies, business processes and learning.

1996-1997 *Director, Business Management and Communications, Health Canada (AS-07)*

- I established a major initiative in internal and external communications in the context of a major transformation of the funding model and organizational structure.
- I contributed to the planning and implementation of new cost recovery initiatives in environmental health.

- With the Radioprotection Division facing competition for the first time in its history, we had to completely review the business model and marketing strategy. As a result, quality improved, costs decreased and business volumes increased.
- In collaboration with Treasury Board and sector representatives, I established new service standards for the Environmental Health Sector, which contributed to improved services.

1994-1996 Assistant Director, Publishing and Distribution, and Client Account Executive, Canada Communication Group, (AS-07)

- I substantially improved the efficiency of the distribution and call centre by reducing shipping time from three months to one day and by increasing the call centre response rate from 50% to 95%.
- As a client account executive, I developed new partnerships with strategic clients in order to reduce costs and offer better integrated communication solutions.

1992-1994 Assistant Director, Planning and Research, Energy, Mines and Resources (AS-07)

- I developed business plans and new commercial initiatives for the Canada Centre for Mineral and Energy Technologies. As a result, contributions from the private sector in research projects increased, in two years, from 3 millions to 50 million dollars.
- I contributed to the development of the first Green Plan of the federal government, in collaboration with other departments and central agencies with a focus on alternative energies and energy efficiency.
- I coordinated a major strategic planning exercises aiming at important long-term changes in structure, priorities, client relations, learning and human resources management.

References

Supervisor:

1. Francine Kennedy, Chief Executive Officer (EX-04), Translation Bureau, 819-997-8825. My immediate supervisor since September 2005.
2. John McBain, Associated ADM (EX-4) Real Property Branch, 819-956-3189

Employees:

1. Pierre Blais, A/Director, Consultative Sales (EX-01), Translation Bureau, 819-953-8745. He has been working for me for 10 years.
2. Manon Dagenais, Director, Promotion and Research, (EX-01), Translation Bureau 819-956-9589. She has been part of my team for over a year.

Clients/ Colleagues:

1. Gabriel Huard, Director, Terminology Standardization, (EX-01), 819-997-6843. I have been offering him marketing and communication services for a number of years.
Gilles Roussel, Director, Socio-political and judicial translation, (EX-01), 819-953-0801. He has been a client and a colleague of mine for a number of years.