

# GINETTE GAGNON

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With a long experience in strategic management, and a recent academic education, my goal is to empower and inspire business people to foster and lead high-performing teams. I am an executive coach, speaker and author.

I assist leaders, experts and managers deeply engaged and motivated by their development. They observe significant improvements in areas such: strategic communications and influence, decision-making, strategic thinking, executive presence, team performance and earning trust.

As an executive coach, I participate in the leadership program of John Molson School of Business, Concordia University. I am also a member of Angés Québec, a group of experienced entrepreneurs and professionals who contribute and invest in the launch and growth of innovative businesses in Québec. I am a member of the board of Healthy Mothers of the World, and of the advisory committee of Openmind Technologies.

Actuary by trade, I worked as an actuarial consultant for close to ten years, before joining IT organizations, where I held leadership positions, notably as vice-president at CGI, General Manager at Aimia, as well as a member of the Aeroplan executive team.

I recently published a book (in French) on intuition in business and influence, leveraging the Scientific Master's degree in Management (2017), and more specifically my thesis.

Certified Coach from Team Coaching International

Associate Certified Coach (ACC) of the International Coach Federation

Adult Educational Intervention Program (in progress) - Teluq University

Executive Coaching Program - École Coaching de gestion

Scientific Master's degree, Management - HEC Montréal (2017)

B. Sc. Actuarial mathematics – Concordia University (1990)

## REPRESENTATIVE EXPERIENCES

Angel Investor

Member of Boards

Executive and Team coaching, and strategic consulting, large and medium size organizations, and entrepreneurs

Former member of the Aeroplan Executive Committee

Program and project management, as well as operational management

Leader of large teams, global and local, functional and matrix

Governance

Organizational transformation

Operational efficiency and optimization

Performance management (financial, quality, etc.)

Client relationship management and business development

LEAD AND LIVE  
WITH PURPOSE

– INFLUENCE – INTUITION – LEADERSHIP – MOBILIZATION – STRATEGY –

#### SINCE 2015 – GINETTE GAGNON MANAGEMENT

- Management coaching: individual, team and group
- Strategic consulting (CDPQ, Desjardins, Paysafe, and others)
- Speaker & writer

#### 2015 PAUZÉ COACHING – PARTNER

- Management coaching

#### 2014-2015 AIMIA – GENERAL MANAGER, BUSINESS TECHNOLOGY

- Strategic consulting to Global IT leadership team
- Lead of the global application sourcing strategy and negotiations
- Individual Coaching

#### 2009-2014 AIMIA – GENERAL MANAGER, AEROPLAN BUSINESS TECHNOLOGY

- Member of the Aeroplan Executive Committee
- Application development and maintenance
- Program and project management
- Up to 150 people, for a budget of \$25M
- Operational excellence, governance, capacity management, strategic sourcing, best practices

#### 2008-2009 HÉLIOPSIS – MANAGEMENT CONSULTING

- Interim Vice-president, CGI
- Responsible for the development and maintenance of a portfolio of applications, for National Bank

#### 2008-2009 STRATIX CONSULTING – VICE-PRESIDENT, BUSINESS SOLUTIONS

- Process optimization and governance

#### 2007-2008 ERNST & YOUNG – SENIOR MANAGER, MANAGEMENT CONSULTING

- Operational efficiency
- IT outsourcing, at Irving Oil

#### 2006-2007 HEC MONTRÉAL – MASTER OF SCIENCE, MANAGEMENT

- All courses completed: management, change management, strategy, marketing, etc.

#### 1998-2006 CGI – VICE-PRESIDENT, CONSULTING SERVICES

- Responsible for the development and maintenance of large portfolios of applications as part of outsourcing agreements (National Bank, Air Canada)
- Leadership of large teams – up to 200 people
- Operational efficiency and optimization
- Performance management (financial, quality, etc.)
- Outsourcing and contract negotiations
- Client relationship management and business development

#### 1990-1998 MORNEAU SOBECO, SENIOR CONSULTANT

- As an actuary, worked in various domains: group insurance, pension plans, administration