

Contact

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Top Skills

Customer Service
Excellent interpersonal skills
Training

Languages

English (Full Professional)
Spanish (Professional Working)

Honors-Awards

BA and MBA

Publications

Generational Differences in the Workplace

Miguel Romero BA, M.B.A

Business Operations Manager | Growth Strategist | Team Management | Community Coordinator/Manager/Consultant | Change Advocate

Kamloops, British Columbia, Canada

Summary

I am a forward-thinking professional with over 20 years of experience championing business process improvement and creating high performance culture that emphasizes empowerment, quality, goal attainment, and integrity. I am recognized for my ability to provide effective leadership with focus on total organization coordination to efficiently manage operations and provide innovative concepts. I am an expert in strategic operational planning, business operations management, project management, and cross-functional team management. Resource for strategic initiatives, human resources management, workforce development, organizational enhancement, organization effectiveness, financial management, and performance management. I have the ability to scrutinize operating policies and procedures and recommend strategic process improvements in accordance with organizational regulations to drive maximum efficiency and productivity while measurably reducing costs.

I have an extensive background in providing leadership and strategic planning in community development and engagement with First Nations. I possess an in-depth knowledge and understanding of the culture and history of British Columbia First Nations, and I am capable of providing expertise and support to agencies delivering critical programming that improves community safety and well-being in a variety of areas. I have a good working relationship with community members, family elders and community groups.

My colleagues would always describe me as a self-motivated, resourceful individual who maintains a positive, proactive attitude when faced with challenges. I am mostly recognized for my dexterity, teamwork, attention to details, precision and observation spirit. I consistently achieve performance goals through enthusiasm, tenacity and innovative thinking. I am adaptable to changing situations; flexible and continually striving to keep my team supported, engaged and motivated!

Specialties: Human Resources Management, Financial Management, Business Planning, Community Development, Strategic Planning, Proposal Development, Leadership and Team Building, Project Management, Contract Negotiation, Staff Training and Development, Community Engagement, Workforce Management, Strategic Alliances, Budgeting and Cost Control

Experience

OPA! of Greece

Owner/Operator

November 2019 - Present (3 years 1 month)

Kamloops, BC

Oversaw day-to-day business operations to include logistics, administration, budgeting, staff development, human resource management and other executive level management duties

Delivered business strategy and developed systems and procedures that improved the quality and efficiency of operations

Enhanced operational success through effective staffing, training, and ensuring well-timed customer service

Implemented inventive marketing strategies to drive increased sales with minimal impact on labor budgeting

Demonstrated exceptional team building capability which ultimately lead to maximum financial performance and employee satisfaction

Binche First Nation

8 years 6 months

BAND COORDINATOR/MANAGER/CONSULTANT

November 2014 - Present (8 years 1 month)

Fort St. James, BC

- Manage Binche First Nations operations; fiscal management, business plan and strategic objectives and operations between all divisions and departments
- Provide advice to Chief and Council on policies, by-laws, lobbying and negotiation decisions, foster leadership and team culture and work collaboratively to identify deficiencies to reduce potential liabilities to the Band
- Oversee critical transparent and accountable reporting on all relevant initiatives

Consultant

June 2014 - November 2018 (4 years 6 months)

Fort St. James

Was a privilege to work in collaboration with the community of Binche to correcting a historical error, and giving them the legal status of a "NATION."
What a journey!

<https://ckpgtoday.ca/article/557053/binche-first-nations-community-granted-independence>

Binche First Nation, Fort. St. James, BC

June 2014 to

November 2018

Band Coordinator/Manager

- Lead person, and initiator for the separation process between two First Nations Bands (Binche Keyoh and Tl'azt'en First Nation) and liaison with relevant governmental entities; such as, AANDC, Ministry of Forest Lands and Natural Resource Operations, the local Member of Legislative Assembly, and band lawyers
- Overseeing all aspects of daily operations for Binche Keyoh, including but not limited to the development and monitoring of administrative budgets, financial reporting, human resources, the preparation of proposals while accomplishing the organizations mission and vision.
- Successfully worked in concurrence with the community of Binche and consultants in developing administrative policies in areas of finance, human resources, housing, and band administrative positions;
- Initiated and continue to build Binche's Economic Development Plan in the forestry, mining, and energy development sectors, as well as other enterprises.
- Successfully hired, and continue to oversee 10 employees from different employment sectors for Binche Keyoh's Administration office, including but not limited to assignment of work, implementation plans, performance evaluation and disciplinary actions based on our Human Resource Manual.
- Together with Binche's Chief and Council, administer all aspects of Binche Keyoh's housing portfolio, which includes renovations, budget development, rental agreements, and supervision of contractors and tenants.

Lytton First Nation

Management

June 2017 - January 2018 (8 months)

Lytton, British Columbia, Canada

- # Spearheaded the day-to-day coordination and management of strategic operational initiatives for Lytton First Nations
- # Supported Chief and Council by providing them with advice on policies, by-laws, and sound business decisions
- # Made recommendations to Chief and Council regarding lobbying and negotiations
- # Collaborated with Chief and Council on a regular basis to ensure critical pro-active and reactive transparent and accountable reporting on relevant initiatives
- # Provided sound leadership in order to promote and foster a team culture with Chief and Council, and administration
- # Planned business objectives and responsible for the fiscal management of the entire organization, including corporate entities
- # Developed and established organizational policies and procedures to achieve strategic objectives, and coordinated operations between various divisions and departments
- # Worked with Chief and Council and Department managers to analyze and identify deficiencies in order to reduce potential liabilities to the Band

Fort St. James Chamber of Commerce

Chamber of Commerce Manager

January 2010 - November 2014 (4 years 11 months)

Fort St James, British Columbia, Canada

- # Developed monthly reports, budgets, financial statements and reconciliation of accounts for the board of directors
- # Acted as a community liaison and advocated for community stakeholders with all sectors of government and private organizations in projects that included scheduling summer staffing needs, and finalization of the downtown revitalization project in conjunction with the Fort St. James District, local First Nations, and other community stakeholders
- # Wrote bi-weekly Chamber and community updates for the Chamber of Commerce newsletter and website
- # Organized and implemented community events; such as, all-candidates forums, Chamber of Commerce AGMs, fishing derbies, downtown business awards, and resource sector conferences
- # Increased Fort St. James Chamber of Commerce revenue 63% by expanding revenue-generating events and developing and implementing effective marketing campaigns
- # Served as Secretariat for Chamber of Commerce Meetings
- # Developed funding proposals for community initiatives

Miguel's Pizza

Owner/Shareholder

January 2002 - November 2014 (12 years 11 months)

Fort St. James, BC

Oversaw day-to-day business operations to include logistics, administration, budgeting, staff development, human resource management and other executive level management duties

Delivered business strategy and developed systems and procedures that improved the quality and efficiency of operations

Enhanced operational success through effective staffing, training, and ensuring well-timed customer service

Implemented inventive marketing strategies to drive increased sales with minimal impact on labor budgeting

Demonstrated exceptional team building capability which ultimately lead to maximum financial performance and employee satisfaction

RBC

Customer Service Representative

March 2009 - November 2009 (9 months)

Fort St James, British Columbia, Canada

Provided front-line customer service and promoted advantageous financial options to customers

Created and delivered effective business presentations to staff on various financial securities and options

Maintained and exceeded company's established quality, compliance, and customer service standards

Attended to customer concerns and requests efficiently and courteously via inbound calls and online messaging

Education

University of Northern British Columbia

MBA, Business · (2009 - 2011)

University of Northern British Columbia

Bachelor of Arts, Political Science · (2007 - 2009)

College of New Caledonia

Diploma, Economics · (2005 - 2007)

Universidad de Viña del Mar

University Transfer Program, Roman Law and History · (2004 - 2005)

The University of British Columbia

Real Estate Course , Real Estate · (1994 - 1995)