





BRENDAL TOWNSEND

Operations Manager

CONTACT

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EDUCATION

DALHOUSIE UNIV.
MMM - Marine Management
2010 - 2011

OREGAN STATE UNIV.
CERTI. FISHERIES
2009 - 2010

TRAINING

EXECUTIVE LEADERSHIP
Harvard Business School
2018

CHANGE MANAGEMENT
Harvard Business School
2018

PROJECT MANAGEMENT
Saint Mary's University
2017

ABOUT ME

High-performing, strategic thinking professional with more than nine years' experience in management, recruitment, and supervision of staff and students. Highly skilled at relationship building with staff, senior administrators, and external partners across organizations, teams, and disciplines. Exceptional attention to detail in the oversight of operational procedures and budgets. Adept at assessing needs, generating options, and implementing solutions with efficiency. Well versed in program management, strategic planning, and support of senior administrators.

EXPERIENCE

DALHOUSIE UNIVERSITY, 2016 – PRES

Senior Operations Manager – Ocean Tracking Network (OTN)

General oversight of the day-to-day operations of the global network.

- Senior administration oversight of the CFI-MSI \$49M dollar budget.
- Develop, implement, and monitor day-to-day operational systems and processes that provide visibility to strategic goals and outcomes.
- Build and maintain relationships with department heads, external partners.
- Plan, monitor, and analyze key metrics for strategic performance and operational effectiveness.
- Devise strategies to ensure growth of programs network wide, identifying and implementing process improvements that maximize outputs and reduce costs.
- Uphold organizational policies and standards; ensuring appropriate regulations are followed.
- Manage human resources and lead teams with integrity and establish and maintain a trusting, inclusive, and productive environment.
- Produce accurate and timely reports to Director(s) and funding agencies.
- Provide oversight and strategic guidance to OTN governance bodies.

DALHOUSIE UNIVERSITY, 2013 – 2016

Program Manager – Transatlantic Ocean System Science and Technology (TOSST)

Developed, implemented, and monitored the operations of the program.

- Managed a \$3.2M dollar budget and resource allocation to appropriate Dalhousie faculty and departments.
- Led the development and implementation of a broad, coordinated set of plans to meet the goals and priorities of the graduate school.
- Liaised with national and international bodies, including industry, academia, and administrative units.

BRENDAL TOWNSEND

Operations Manager

EXPERTISE

Project Management

Leadership

Supervision

Recruitment

Reporting

Communications

COMPETENCIES

Integrity

Respect & Inclusion

Self-Awareness

Teamwork

Communication

Relationship Building

Decision Making

Time Management

Strategic Thinker

Adaptable

INTERESTS

Travel

Hiking

Conversational Spanish

Horseback Riding

Gardening

Plays and Music Shows

EXPERIENCE CONT.

DALHOUSIE UNIVERSITY, 2013- 2016

Program Manager – Transatlantic Ocean System Science and Technology (TOSST)

- Audited, analyzed and reported on program performance to internal staff and external regulatory bodies.
- Managed relations with the board of directors, senior management, internal staff and students, and scientific advisory committees.
- Negotiated service and partnership agreements/contracts and managed associated costs and revenues.
- Wrote financial and narrative reports for relevant funding agencies.
- Planned, organized, scheduled and coordinated all assigned project activities.

WORLD WILDLIFE FUND, 2011- 2013

Policy Advisor

Acted as a marine policy advisor for the Ocean Science Division

- Developed, implemented and coordinated project proposals, marketing and fundraising strategies related to Canada's National Healthy Oceans Program.
- Liaised with colleagues across the field, including fellow research staff, scientists, industry representatives, the public, and government representatives.
- Conducted presentations to government officials, general public, academics, and industry partners.
- Contributed to the strategic planning of WWF's Marine Species and Sustainable Seafood Programme.
- Provided technical support and delivered key training programs to the project team.
- Contributed to the development of peer-reviewed research/conservation of publications.

REFERENCES

Dr. BORIS WORM
Former Manager
Dalhousie University
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Dr. ANNA METAXAS
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Dalhousie University
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