

## **RESUME**

Jocelyne Gagnon  
Grand Barachois, NB

Retired Federal Public Servant with more than 34 years of experience in the delivery of the federal pension and insurance programs for the employees of the federal government, members of the RCMP, members of the Canadian Armed Forces, Lt. Governors, Diplomats, and its pensioners. Fully bilingual with excellent skills in Microsoft Word, Excel, and Power Point.

## **EDUCATION**

Bachelor of Arts-Organizational Management, Crandall University, Moncton, NB.  
Diploma Business Technology - Major in Accounting, NBCC, Moncton, NB.

## **BOARD/CLUB MEMBERSHIPS**

Executive Member Focus Camera Club - 2018 to present

- Secretary- 2020 to present.
- Event Coordinator- 2018-2020

Secretary – Moncton CCC2021- 2019-2020

Board Member-Caisse Populaire Sud-est (Credit Union) 2009-2011

Executive Member and Responsible for the Junior Golf Program- Pine Needles Golf Club- 2000-2001

Vice-President -Shediac Coop Daycare -1992-1993

## **HOBBIES AND INTERESTS**

Photography, Travel, Pickleball, Walking and Biking

## **EXPERIENCE**

### **Government of Canada Pension Centre, Shediac NB -1982 to 2016**

#### **Project Manager, Government of Canada Pension Modernization Project**

December 2010 to August 2013 and July 2014 to September 2016

- Supervised, directed and coached the Pension Centre's project team working on the Design and Development of a new pension system, Business Transformation including Training, Procedures and Communications, System Testing, Readiness Planning and Data Conversion.
- Provided strategic advice, recommendations and direction to senior management on the development and implementation of activities related to the project.
- Prepared various reports on project activities.

### **Manager Pension Client Services, Pension Operations**

September 2013 to June 2014

- Managed and directed employees involved in the delivery of support services to the organization. Areas of responsibility included operational training and procedures, information management and imaging, accounting and debt recovery and the coordination and delivery of pre-retirement information seminars.
- Planned, forecasted and monitored expenditures related to a large operating and salary budget.
- Established objectives and set priorities for the various areas under responsibility and ensure all are aligned with corporate priorities.
- Coordinated and directed various projects or initiatives.
- Provided input into the development and implementation of strategies, approaches and processes on departmental or government-wide legislation, governance, policy and planning issues.

### **Project Manager, Centralization of Pension Services Delivery Project**

November 2007 to November 2010

- Managed the operations, financial resources and human resources of the Public Service Pension Centre's project team which was involved in the analysis, development, implementation and evaluation of new or existing pension services in a centralized delivery model.
  - Hired, managed, directed and coached the project team.
  - Supervised project team members with various responsibilities such as centralized service delivery lead, performance management, integration, change management and communications.
  - Conducted analysis, prepared reports outlining options and recommendations to management, prepared briefing notes, presentations and updates on issues related to the project.
  - Provided expert and strategic advice, recommendations and direction on the development and implementation of new and reengineered pension services to senior management.
  - Managed a large operating and salary budget.
  - Directed the training and development of tools for employees involved in the delivery of the new services.