

DAVID R PHILLIPS

*Giving peace of mind through seamless service,
innovation, and exceptional leadership*

51A Speers Rd. Winnipeg, MB
(204) 230-0140
david@con-test.com

Key Skills

- Field Service Management
- Team Leadership and Development
- Service Strategy and Execution
- Customer Relationship Development
- Process Improvement and Optimization
- Cleanroom Design Consultation and Optimization
- Excursion Investigation and Abatement

Certifications/Training

- NEBB Certified Professional for Cleanroom Performance Testing - 2017
- NSF Standard 49 Accreditation – 2009
- Introduction to Aerosol and Particle Mechanics – 2020
- Principals of Filtration - 2021
- Camfil CamContain training - 2010

Career History

CON-TEST – A DIVISION OF CONTAMINATION CONTAINMENT TECHNOLOGIES INC. (2023-PRESENT)

Nation Field Operations Manager, Wpg, MB

- Spearheaded national service operations, overseeing a team of 40 service technicians, field supervisors and regional managers resulting in a significant improvement in service delivery efficiency and customer satisfaction.
- Developed and implemented service strategies that reduced response times by 50%, contributing to an increase in customer retention and repeat business.
- Led training and development initiatives for service technicians, enhancing technician skills and customer interaction, contributing to an increase in customer satisfaction.
- Implemented performance metrics and KPIs to measure service performance, enabling data-driven decision making and allowing for a scorecard review of staff progress towards quarterly goals.
- Ensured compliance with testing standards, safety regulations and company operating procedures through regular field monitoring and training.
- Successfully managed a service budget of over \$500k, consistently meeting financial targets while maintaining service excellence.
- Established strong relationships with key clients, ensuring a high level of customer retention and repeat business.

CON-TEST – A DIVISION OF CONTAMINATION CONTAINMENT TECHNOLOGIES INC. (2023-PRESENT)

Leadership Team – Field Operations, Wpg, MB

- Developed and implemented strategic plans to optimize service delivery.
- Developed KPIs, OKRs and other metrics for evaluating field staff.
- Streamlined processes and implemented cutting edge technologies to enhance productivity and service quality.
- Cultivated a culture of accountability, teamwork and employee development.
- Regularly assessed market trends and customer feedback to identify opportunities for expansion and new service offerings.

DAVID R PHILLIPS

*Giving peace of mind through seamless service,
innovation, and exceptional leadership*

51A Speers Rd. Winnipeg, MB
(204) 230-0140
david@con-test.com

Key Competencies

- Leadership
- Strategic Planning
- Operational Excellence
- Performance Management
- Resource Allocation
- Budget Management
- Compliance and Safety
- Training and Development
- Data Analysis
- Customer Focus
- Change Management
- Communication
- Adaptability
- Technology Integration
- Market Awareness

CON-TEST – A DIVISION OF CONTAMINATION CONTAINMENT
TECHNOLOGIES INC. (2020-PRESENT)

Cleanroom Consultant – Canada, Wpg, MB

- Reviewed design documents to search for industry standard compliancy and layout efficiencies.
- Advised on remedies for build complications.
- Investigated particle and/or microbial excursions to determine root causes and advise on solutions for compliancy.
- Reviewed certification testing procedures and practicalities and built job scopes.

CON-TEST – A DIVISION OF CONTAMINATION CONTAINMENT
TECHNOLOGIES INC. (2017-2023)

Territory Manager – Western Canada, Wpg, MB

- Supervised a team of 12 service technicians and field supervisors.
- Ensured industry standards, customer policies and internal operating procedures were being followed.
- Managed budgets and expense reporting for Western Canada.
- Visited high profile clients and joined technicians on certification testing to build relationships and ensure quality.

Volunteer History

BOARD DIRECTOR – CONTROLLED ENVIRONMENTAL TESTING
ASSOCIATION (CETA) (2022-PRESENT)

CETA APPLICATION GUIDE ACTION COMMITTEE CO-CHAIR, CAG-007,
003 AND 014 (2019-2022)

BOARD CHAIR – MCLEOD NURSERY SCHOOL (2019-2023)

References Available Upon Request