

Daivik Desai

Operations & People Manager · Cross-Functional Team Leadership (Procurement · Development · IT Support) · HR, Hiring & Training

Mississauga, ON, Canada · daivikdesai007@gmail.com · [linkedin.com/in/daivikdesai](https://www.linkedin.com/in/daivikdesai) · github.com/daivikdesai · prie.tech/portfolio

SUMMARY

Cross-functional **manager** with 6 years leading **people, budgets, and delivery** across three functions — **procurement, software development, and technical support** — for an Ontario healthcare operation serving **180+ organizations**. I run a **~10-person team** end-to-end: hiring and onboarding, coaching and scheduling, performance management, and the **SOPs, training, and documentation** that keep teams consistent. I own a **~\$1.19M procurement/vendor portfolio** (~10% annual cost), lead software development, and run a **21,000+-ticket support operation** as primary L2/L3 escalation for **150+ users**. Postgraduate Certificate in Project Management (Sheridan, in progress). Uncommonly for an operations manager, I'm also a hands-on builder and AI-forward operator — bringing modern automation, analytics, and reporting to teams that often still run on spreadsheets.

CORE SKILLS

People Leadership & HR: Team leadership & staff supervision · Hiring, interviewing & onboarding · Offboarding · Coaching, mentoring & staff development · Scheduling & workforce planning · Performance management · SOPs, policy & process documentation · Training & education programs · Employee relations & conflict resolution

Operations & Delivery: Cross-functional / multi-department management · Service delivery & SLAs · KPIs, reporting & analytics · Continuous improvement · Project management (Sheridan PM postgrad) · Agile/Scrum · Stakeholder & executive communication

Procurement, Vendor & Finance: Budget ownership (~\$1.19M) · Procurement lifecycle & negotiation · Vendor/partner management · Cost analysis & control (~10%) · Invoicing & POs (QuickBooks) · Asset & lifecycle management

AI & Automation: LLM / Anthropic Claude orchestration · AI agents · RAG · Process mining · RPA · Workflow automation (PowerShell / Python) — applied to reporting, efficiency & lean-team operations

Governance, Risk & Compliance: PHIPA / PIPEDA & privacy-by-design · Data governance & confidentiality · DPIA · Access control / least-privilege · Audit trails · Health & safety

Technical & Tools: IT service desk / ITSM (L1–L3) · Windows Server / Active Directory / Microsoft 365 · Cisco Meraki / CUCM · Full-stack development · SQL / databases · ClickUp · Jira

EXPERIENCE

Junior Project Manager — Priye PM and Consultancy

May 2025 – Present · Remote

- Provide cross-functional oversight and governance across **procurement, vendor management, and technology delivery** for a healthcare operation.
- Manage the full vendor/partner lifecycle (contracts, negotiation, performance) and **lead development of internal platforms** end-to-end.

Web Designer & IT Project Coordinator — SyS Creations

Jun 2022 – Nov 2025

- **Led and coordinated a ~10-person team spanning technical support, procurement, and development** across 180+ organizations — owning onboarding, scheduling, coaching, and performance/service-quality management.
- **Built and standardized SOPs, training materials, and a knowledge base;** cross-trained staff and drove continuous-improvement initiatives across the team.
- **Owned procurement & vendor management as the #1 invoicing owner of a ~\$1.19M portfolio;** needs analysis → negotiation → staged rollout for **500+ deployments; cut annual costs ~10%.**
- **Led development** of internal tools/platforms (full-stack) and delivered a **\$30k, 5-site infrastructure project** end-to-end (partner selection → on-site supervision → delivery).
- Primary **L2/L3 escalation for 150+ users;** ran a **21,871-ticket** incident/request operation with metrics-driven reporting.

IT Support Specialist — SyS Creations

Feb 2022 – Jun 2022

- Delivered L1/L2 support; **supervised and trained junior staff; onboarded users**; authored problem/solution knowledge-base articles and SOPs.

Sales Supervisor — Cell Tech for Less

Feb 2020 – Jan 2022

- **Supervised, scheduled, and coached** a front-line retail team: **+15% team productivity, -20% stock-outs**, and a campaign driving **+12% foot traffic / +10% sales**.

SELECTED INITIATIVES

Internal Service-Delivery Platform — 280+ sites (*builder*)

Role-based access model, an order state machine, and SLA / at-risk automations — structured delivery and follow-through at scale.

AI Process-Automation & Data Initiative (*lead*)

Process mining over **21,000+ service records** to surface and remove repetitive work — reporting, outcomes, and continuous improvement.

Multi-Tenant SaaS Product (*builder*)

Full-stack, security-first (row-level security on every table, secret-scanning CI, automated end-to-end tests).

EDUCATION

Sheridan College — Postgraduate Certificate, **Project Management** (online, full-time) · expected Fall 2026 (in progress)

Mohawk College — Diploma, Computer Systems Networking · 2018–2021

Sardar Patel University — BSc, Information Technology · 2015–2018