



RICHARD BAGNI

CONTACT

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SKILLS

- Relationship building
- Strategic planning
- Verbal and written communication
- Decision-making
- People management
- Operations management
- Project management
- Team management
- Employee development
- Goal setting
- Business planning
- Time management
- Multitasking and organization
- Team building
- Coaching and mentoring
- Client relations
- Analytical thinking
- Teamwork and collaboration
- Friendly, positive attitude

LANGUAGES

English

Professional Working

PROFESSIONAL SUMMARY

Dynamic leader with a proven track record at Losani Homes, excelling in strategic planning and relationship building. Enhanced operational efficiency through innovative solutions and cross-functional collaboration, resulting in improved client satisfaction. Skilled in team management and analytical thinking, fostering a culture of continuous improvement and employee development.

WORK EXPERIENCE

Director of Warranty and Quality , 01/2024 to 01/2026

Losani Homes - Stoney Creek, ON

- Facilitated strategic planning initiatives to synchronize departmental goals with organizational objectives.
- Spearheaded development and implementation of operational processes to enhance efficiency.
- Executed comprehensive market research to guide strategic decision-making processes.
- Facilitated collaboration among cross-functional teams to enhance communication and optimize project workflows.
- Evaluated data trends to drive process improvement and optimization initiatives.
- Designed comprehensive training materials to facilitate new staff onboarding.
- Cultivated high-performing teams through strategic mentorship and targeted professional development opportunities.
- Facilitated enhanced team collaboration by implementing regular communication, goal-setting, and performance evaluation processes.
- Cultivated a culture of continuous improvement through the establishment of open communication channels and employee empowerment.
- Nurtured a positive work environment that enhanced employee engagement and retention rates.
- Enhanced project efficiency through strategic planning and effective resource allocation.
- Devised and executed innovative solutions to address complex challenges, enhancing productivity.
- Enhanced staff performance through development of targeted training programs aligned with individual needs.
- Enhanced client satisfaction rates by cultivating strong relationships and swiftly addressing concern.
- Tarion and Ontario building code compliant.
- Enhanced team morale and productivity through implementation of a comprehensive professional development program.
- Led strategic initiatives to enhance customer satisfaction and streamline construction processes.

Head of Quality Assurance , 2018 to 01/2024

Liv Communities - Burlington, ON

- Led quality assurance initiatives to enhance product consistency and customer satisfaction.
- Developed and implemented standardized testing protocols for operational processes.
- Collaborated with cross-functional teams to identify and resolve quality issues promptly.
- Conducted root cause analysis to drive continuous improvement in production methods.
- Trained and mentored QA staff on best practices for quality assessment and control.
- Streamlined inspection processes, resulting in increased efficiency and reduced waste.
- Established key performance indicators to monitor quality metrics across departments.
- Facilitated audits and compliance checks to ensure adherence to industry standards and regulations.
- Conducted regular audits to ensure adherence to established protocols, maintaining consistency across the organization.
- Trained team members on quality assurance principles, fostering a culture of accountability and high performance.
- Facilitated communication between departments regarding quality concerns, fostering collaboration towards shared goals.
- Enhanced product quality by implementing comprehensive QA processes and procedures.
- Mentored junior staff members in best practices for quality management, contributing to overall team growth and development.
- Investigated customer complaints and performed corrective actions to resolve quality issues.
- Assessed product quality by monitoring quality assurance metrics, reports and dashboards.
- Implemented corrective action plans based on audit findings, resulting in measurable improvements over time.
- Performed root cause analysis to identify and resolve quality issues and defects.
- Inspected products and worker progress throughout production.
- Reduced defects in products by conducting thorough inspections and identifying areas for improvement.
- Improved customer satisfaction ratings through meticulous attention to detail and consistent quality control measures.
- Recorded, analyzed, and distributed statistical information.
- Managed supplier relationships, enforcing strict standards for incoming materials and components to preserve product integrity and minimize rejections.
- Played a crucial role in refining company manufacturing practices by providing expert guidance on regulatory compliance matters.
- Collaborated with cross-functional teams to develop and implement process and system improvements.

CEO, 2000 to 2018

Cavallini Kitchens and Baths - Waterdown, ON

- Directed organizational strategy to enhance operational efficiency and drive sustainable growth.

- Cultivated strong relationships with stakeholders to align business objectives and foster collaboration.
- Oversaw financial planning and analysis, ensuring alignment with strategic goals and resource allocation.
- Implemented performance metrics to monitor progress, optimize processes, and improve decision-making.
- Led cross-functional teams in executing initiatives that improved customer satisfaction and market competitiveness.
- Established corporate governance frameworks to ensure compliance and ethical business practices across operations.
- Mentored senior leadership team, promoting a culture of accountability, transparency, and continuous improvement.
- Achieved company growth by implementing strategic plans and streamlining operations.
- Managed partnerships and strategic business relationships by negotiating contract terms and handling conflicts.
- Developed key operational initiatives to drive and maintain substantial business growth.
- Enhanced brand reputation with effective marketing campaigns and public relations efforts.
- Created a positive work culture, resulting in increased employee satisfaction and retention rates.
- Established new revenue streams by identifying market opportunities and launching innovative products or services.
- Fostered strong relationships with industry partners to expand business opportunities.
- Secured financing for critical projects through negotiation of favorable loan terms with financial institutions or investors.
- Ensured regulatory compliance by developing robust policies, procedures, and internal controls.
- Drove profitability with thorough financial analysis and strategic decisionmaking.
- Cultivated forward-thinking, inclusive, and performance-oriented business culture to lead industry in innovation and push progress.
- Led successful turnaround efforts for underperforming divisions or subsidiaries, restoring profitability within tight timeframes.
- Achieved remarkable year-over-year revenue growth through strategic product diversification and market analysis.
- Pioneered corporate social responsibility initiatives, significantly impacting community development and sustainability.
- Nurtured key strategic partnerships that resulted in enhanced product offerings and expanded customer base.
- Established and maintained strong relationships with customers, vendors and strategic partners.
- Represented organization at industry conferences and events.
- Collaborated with legal, accounting and other professional teams to review and maintain compliance with regulations.

EDUCATION

High School Diploma

**Conestoga College Institute of Technology And Advanced Learning -
Kitchener**

High School Diploma : Mathematics, 06/1993
Cardinal Newman High School - Stoney Creek, ON