

## JULES J. FAUTEUX, MBA, CMC, CHRP, RPR

### PROFILE

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Jules Fauteux helps organizations to realize improved business results by optimizing people, structure, process, and technology. He works collaboratively and applies best practices to improve organizations by helping them to think, plan, change, engage, and grow.

Mr. Fauteux holds a Master of Business Administration, is a Certified Management Consultant, a Certified Human Resource Professional, a Registered Professional Recruiter, and a Prosci® Certified Change Manager. Throughout his greater than twenty five year career Jules Fauteux has worked with a broad range of organizations in North America.

Jules Fauteux is currently Principal Consultant at Talentlogix Inc. where he provides Management Consulting and Recruitment services. Practice areas include Talent Strategy, Workforce Planning, Business Change, Employee Engagement, and Recruitment. He was most recently Managing Director of Professional Services at xwave, a Division of Bell Aliant where he provided leadership to practitioners and contractors in 6 Canadian provinces and parts of the US with a workforce of over 1,000. His responsibilities included oversight of practices across the organization.

Prior to joining xwave, Mr. Fauteux was President of APEX Workforce Management, a Halifax based consultancy focused on helping professional services organizations to improve results. Prior to launching APEX Workforce Management, Mr. Fauteux was Vice President of Workforce Management for Fujitsu Consulting North America. In this capacity, he implemented innovative solutions, and provided leadership to a team of 50 professionals who delivered workforce management services across a team of 5,000 employees.

Previously, Mr. Fauteux held a variety of senior positions at IBM Canada. He was Manager, Market Driven Quality where he successfully implemented organizational change achieving superior business results and unprecedented levels of employee morale. He also held sales management positions with IBM in Atlantic Canada.

### ACHIEVEMENTS

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**Talentlogix Inc.**  
**Halifax, Nova Scotia**

**July, 2008 – Present**

- ◆ Worked with a large information technology services firm to develop a strategic plan using a Balanced Scorecard approach. Helped to develop organizational structures to enable execution of the plan. Engaged the leadership team and staff in implementing improvements focusing mostly on people related practices.
- ◆ Designed and facilitated a planning workshop for the leadership team of a major provincial government branch. Worked with the Director to develop an effective approach to maximize participation and develop a realistic action plan.

- ◆ Developed a Change Management Strategy and Plan for a branch of the provincial government preparing to devolve as an independent institution. Worked with a transition team focused on human resource related changes required to establish the new organization. Coached an in house change management resource and applied the Prosci® methodology and tools.
- ◆ Developed a Change Management Strategy and Plan for the Chief Information Office of a provincial government. Applied Prosci® Change Management methodology in an information technology context. Coached leaders on change management issues and techniques.
- ◆ Facilitated development and implementation of a Balanced Scorecard planning and performance management system leading to increased accountability and a change in organizational culture for a regional public sector agency. Supported and coached leaders on a range of related operational issues and opportunities.
- ◆ Initiated an organizational structure review and change management plan to achieve increased synergy across the largest branch of a provincial government department. Developed a current assessment and conducted a best practices scan of other provincial jurisdictions.
- ◆ Facilitated a strategic planning process for a private sector process manufacturing company and helped management and board members to achieve consensus in organizational direction. Developed a rewards package to maintain operational alignment with strategy.
- ◆ Developed a business strategy, an improved marketing mix, and a social media campaign to increase enrolment in Computer Science at a leading Atlantic Canadian University.
- ◆ Established workforce strategies for professional service providers including alignment with business objectives, employee surveys, focus groups, process analysis, organizational design, and assessment of people related operations relative to best practices.
- ◆ Developed talent strategies and provided recruitment services for professional services firms.
- ◆ Conducted a strategic and operational plan review for a Division of a major Federal Government Department. Worked with the leadership team to improve planning and performance management practices and knowledge. Provided change management coaching to introduce a sustainable culture of planning.

**xwave a Division of Bell Aliant  
Halifax, Nova Scotia**

**September, 2004 – July, 2008**

- ◆ Implemented a business transformation program following a new vision and strategy for the company. Created a new business function and provided leadership to a team of managers and an employee base of about 1,000. Introduced new structures and employee programs consistent with strategy and plan. Defined new practice areas and created teams to deliver new services in new markets. Worked in a highly matrixed environment and delivered improved business results. Provided leadership through a second wave of organizational change resulting from continued shifts in the company's environment.

**APEX Workforce Management Inc.**  
**Halifax, Nova Scotia**

**March, 2003 – September, 2004**

- ◆ Led the development of an Opportunity Assessment to identify areas of operational improvement for a large national Information Technology Company. Reporting directly to the Chief Operating Officer with a broad mandate to recommend and implement changes in organization, people, process, and technology across all operational aspects of the company. Actively participated in development of a new strategic plan. Prepared presentation materials which were approved by the Board of the publicly traded holding company. Was a member of the Change Management Team responsible to implement the plan. Initiated a major acquisition and was an active member of a related change program for the acquisition. Provided coaching and interim management services in support of the new strategic plan.
- ◆ Developed a Sourcing Strategy for distressed positions on behalf of a major federal government department. As a subcontractor conducted research, undertook analysis, and prepared the final senior management report regarding organization, process, and technology change to enable improved health care and physician recruitment results.
- ◆ Facilitated the introduction of enterprise level workforce planning at a large national financial institution. Developed and introduced a workforce planning framework for implementation by in-house Human Resource Business Partners. Designed and implemented a planning template and toolkit to increase the accuracy of resource forecasting and enable more proactive workforce delivery.
- ◆ Defined business requirements and prepared an opportunity analysis for the implementation of a Recruitment Management solution at a large national financial institution to improve the recruitment process across the organization.
- ◆ Facilitated the implementation of a new recruiting and resource management organization in the Information Technology Division of a large financial institution. Provided leadership and best practices which enabled substantial savings in labour costs. Designed new business processes and introduced new recruitment systems.

**Fujitsu and DMR Consulting**  
**Halifax, Nova Scotia**

**February, 1993 – March, 2003**

- ◆ Responsible for Business Systems Management of Fujitsu Consulting's worldwide Workforce Management information systems including a major renewal and change initiative implementing Oracle Projects 11i Enterprise Business Suite and PeopleSoft Human Resources 7.0 to increase resource utilization and improve management accounting.
- ◆ Responsible for Recruiting and Workforce Management including delivery of project staffing and recruiting programs, through a North American network of business units and a team of over 50 Resource Managers.

- ◆ Provided interim management services for a national information technology resourcing company. Reviewed and modified business plans, evaluated strategic options, and advised business owners on strategic direction.
- ◆ In response to a an acquisition, facilitated development of a new Strategic Plan for DMR Consulting's North American Workforce Management function. Managed a change program to implement the plan.
- ◆ Provided general management services within DMR's Atlantic Business Unit. Facilitated the assignment of practitioners to satisfy project needs. Provided recruitment services, developed project succession plans, and engineered project teams. Implemented employee profiling as a certified Organization Analysis and Design (OAD) project.
- ◆ Facilitated a Business Reengineering Project and Operational Review of Court Administration for a provincial government department.
- ◆ Developed a database of government electronic service delivery practices in Atlantic Canada as part of a national research project sponsored by federal and provincial governments.

**IBM Canada**  
**Markham, Ontario**

**November, 1991 – January, 1993**

- ◆ As a Manager of Market Driven Quality, consulted with branch offices on all total quality management initiatives and programs. Provided education to employees and business partners, facilitated client focus groups, conducted process mapping workshops. Managed a market research project involving key clients focusing on key image issues.

**IBM Canada**  
**Halifax, Nova Scotia**

**June, 1981 – October, 1991**

- ◆ Started the Atlantic General Business Division as the first Location Manager, including recruitment of a service and sales organization of twenty professionals in three provinces. Responsibilities included client satisfaction, market share, profit, and general management.
- ◆ Introduced a new Agent channel strategy in Atlantic Canada by converting re-marketers and recruiting new re-sellers to IBM relationships. This role included business analysis and financial management using IBM investment capital to grow and strengthen Agent business.
- ◆ Developed and implemented a Six Sigma Total Quality Management program for the Atlantic Location following the Motorola model.
- ◆ Managed client relationships and facilitated implementation of a large scale data centre upgrade at a major government department. Also managed relationships and developed general business commercial clients in Nova Scotia.

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**GENERAL INFORMATION**

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**---- EDUCATION ----**

Certified Human Resource Professional (CHRP)  
Human Resource Association of Nova Scotia, 2009

Registered Professional Recruiter (RPR)  
Institute of Professional Management, Association of Professional Recruiters of Canada, 1999

Certified Management Consultant (CMC)  
Institute of Certified Management Consultants of Atlantic Canada, 1996

Master of Business Administration  
Saint Mary's University Halifax, Nova Scotia, 1995

Bachelor of Business Administration (Economics)  
Saint Francis Xavier University Antigonish, Nova Scotia, 1981

**---- ASSOCIATIONS AND MEMBERSHIPS----**

Information Technology Industry Alliance of Nova Scotia (ITANS) Member, 2009 - Present  
Prosci Learning Center, Member and Certified Change Manager, 2008 – Present  
Human Resource Association of Nova Scotia (HRANS), 2007 – Present  
Institute of Certified Management Consultants of Atlantic Canada (ICMCAC)  
Professional, 1996 – Present and President, 1997 – 1998  
Association of Professional Recruiters of Canada (APRC), Member, 1999 – Present  
Dalhousie Faculty of Computer Science Industry Advisory Board Chair, 2007- Present  
Junior Achievement of Nova Scotia, Executive and Board Member, 2002 – Present  
Nova Scotia Discovery Centre Youth Forum, Co-Facilitator, 2002 – 2003  
*NovaKnowledge*, Member, 1995 – 2002

**---- PUBLICATIONS AND SPEAKING ENGAGEMENTS ----**

Professional Development Summit Discussion Leader  
Published: Cooperative Business Solutions (CBS)  
The Evolution of an Alternative Government Procurement Strategy  
Nova Scotia Business Journal Contributor  
Canadian Information Processing Society (CIPS) Dinner Meeting Speaker and Panelist  
Institute of Certified Management Consultants of Atlantic Canada Presenter  
Atlantic Provinces Economics Council Panelist  
Dalhousie University Part Time Faculty Member  
Saint Mary's University MBA Program Guest Lecturer  
Nova Scotia Community College Part Time Faculty Member