

Kelly Amirault

Business Manager

Profile

As a Key member of the team, Kelly ensures that customer's experiences with the Fire Inside organization are seamless, timely and positive. Kelly is a consultant who specializes in operational efficiencies and client care. Her role is to provide financial, project management, client support, and administrative professional services for the company.

Her success in building relationships, and problem solving comes from both her personal and professional experiences. Kelly has spent the past 20 years in a client facing capacity in a wide range of businesses and not for profit organizations. Past roles include: account and sales manager, business analyst, process analyst, training, operations manager, and project manager.

Kelly is a well-rounded individual and a strong believer in life-long learning. She is proactive, analytical, and brings an enthusiastic approach to everything she takes on.

Work History

2009 – Present **Amirault Consulting**

Fire Inside Leadership - Business Manager

As a consultant, Kelly provides financial, project management, client support, and administrative services for Fire Inside Leadership and its' three Service Co's.

2003 – 2006 **Aliant Telecom**

Aliant – Business Analyst

Kelly's role involved taking a marketing concept from Business Case to implementation. Key initiatives included Mobility Customer care and Billing Solution Business case, Implementation of self serve capability for external partners, and the creation of customer care processes and tools that facilitated alignment and simplification across the Atlantic Provinces.

2002 – 2003

Aliant Mobility

Business Analyst

Kelly played a key role in the 4 – 1 alignment (NS, NB, PEI, NL) of the mobility customer care centres. This included leading the discovery and recommendation process for approvals. She also led the implementation of customer care related tools and all mobility/cellular acquisition processes.

1998 – 2002

Maritime Tel and Tel Mobility

Channel Manager

As a Channel Manager, Kelly had responsibility for the tactical execution of MTT marketing, sales, and customer service strategies through active management of dealer locations within the distribution network. Other responsibilities included the implementation of a dealer extranet and reward program.

1994 - 1998

Club Monaco

Manager Sales and Operations

- Kelly had responsibility for a retail store operation This included; recruitment, training, coaching,
- setting sales targets and all day to day operations.

Education & Training

2011 Soccer Nova Scotia

“Active Start” program

2010 – 2011 Fire Inside Leadership, Halifax, NS

Peer Leadership Program

2005 Aliant Telecom, Halifax NS

Project Management essentials

2003 Aliant Telecom, Halifax, NS

Change Management and Leading Through Change

2003 PowerTalk Communications, Halifax NS

Power Talk



2000 Franklin Covey, Halifax NS
The 7 Habits of Highly Effective People

1999 Saint Mary's University, Halifax, NS
Effective Negotiating and Influencing Skills

1998 Centre for Management and Organization Effectiveness, Halifax, NS
Coaching and Leadership Skills

1998 – 1999 Saint Mary's University, Halifax, Nova Scotia, Canada
Executive Masters of Business Administration

1987 – 1991 Acadia University, Wolfville, Nova Scotia, Canada
Bachelor of Science, Biology

Community Leadership

- 2012-present, Cross Country Ski Coach, Martock Nordic Ski Club
- 2010 Coach, Scotia Soccer Club
- 2003 – 2007 Director, NS Hosteling Development Fund
- 2000 - 2005 Director, Nova Scotia Hosteling Association