

# GRH Service Conseil

## Business administration and human resources management consultant

<b>Main services to enterprises:</b>	<p><b>Human resources management:</b></p> <ol style="list-style-type: none"> <li>1. Manpower planning;</li> <li>2. Job description and specification;</li> <li>3. Recruitment and selection;</li> <li>4. Out placement or reclassification after a layoff or termination;</li> <li>5. Training and organizational development;</li> <li>6. Performance appraisal;</li> <li>7. Remuneration, including pay equity.</li> </ol> <p><b>Business administration:</b></p> <ol style="list-style-type: none"> <li>1. Planning and orientation (small and medium businesses);</li> <li>2. Work organization (small and medium businesses);</li> <li>3. Work performance;</li> <li>4. Job atmosphere.</li> </ol>
<b>Main services to individuals:</b>	<p><b>Job search:</b></p> <ol style="list-style-type: none"> <li>1. Preparation of presentation letter and curriculum vitae;</li> <li>2. Identification of enterprises where to apply;</li> <li>3. Mailing to enterprises;</li> <li>4. Job interview simulation and coaching;</li> <li>5. Help to negotiate employment contract;</li> <li>6. Job search on the Internet network.</li> </ol> <p><b>Help for the person at work:</b></p> <ol style="list-style-type: none"> <li>1. Individual training (coaching);</li> <li>2. Job performance;</li> <li>3. Job stress.</li> </ol>
<b>Mail:</b>	P.O. Box 68 Granby Québec J2G 8E2
<b>Phone:</b>	(450) 776-1074
<b>Fax:</b>	(450) 776-1113
<b>Internet:</b>	bergloui@videotron.ca pages.videotron.com/bergloui

## Louis Bergeron – Short resume

Studies:	Diplôme d'études approfondies <sup>1</sup> in business administration (Montpellier II), certificate and master degree in industrial relations (Université Laval), baccalaureate in business administration (UQTR).
Work experience:	<p>1. Consultant in administration and human resources management</p> <p>a) Clients in the public and private sectors.</p> <p>b) Contracts: strategic planning, management by objectives, recruitment and selection, job descriptions and specifications, performance appraisal, training and organizational development, remuneration, labour law, income taxes for individuals.</p> <p>2. Teaching in universities located in the province of Québec (UQAT, UQAC, UQTR, UQAR, UQAH, Université Laval and Université de Montréal): basic and specialized courses in organizational behavior and human resources management.</p> <p>Teaching in two colleges (Cégep de Ste-Foy and Cégep de Limoilou): same topics as previous, but also management, income taxes and life insurance.</p> <p>3. Human resources counselor in a large hospital; editor of "Today's Management", a journal discussing management and organizational behavior; clerk in some Quebec Liquor Stores and at Ministère des Transports (Transportation) and civil technician.</p> <p>4. President and general manager of a cross-country ski club.</p>
Mail:	P.O. Box 68                      Granby                      Québec                      J2G 8E2
Phones:	(450) 776-1074
Faxes:	(450) 776-1113
E-mail:	bergloui@videotron.ca

---

<sup>1</sup> The purpose of that program is to prepare the student for doctoral studies. At the end, the person receives a diploma. Then, using that certificate, it is possible to apply for the doctoral level in France, entering directly without further studies. To describe it very simply, it is like a doctoral scholarship in a North American program.

## Contracts as consultant in business administration and human resources management

Year	Client	Description
2002-2003	Omniplast <sup>2</sup>	Human resources management contract including remuneration, personal appraisal, discipline, recruitment and selection, training, employee manual and health and safety.
2002-2003	Ema Design <sup>3</sup>	Recruitment and selection of an operations manager, controller, appraiser, external sales representative and an interior designer.
1999-2003	35 diversified clients	Consultation in pay equity in various economic sectors, using many evaluation systems, including the one developed by Solution-Ressources (SR1). Sales, installation and training on SR1. Collaboration with the Pay Equity Commission.
1999-2002	CSE de Granby <sup>4</sup>	Responsible of activities related to the Pay Equity Legislation. Development of partnership with other similar organizations. Recruitment, selection and training of consultants. Preparation of generic and custom offers used by all the members.
1999-2003	21 diversified clients	Promotion, sale and installation of Objectif Formation, including the software Formapro2000, whose purpose is to better manage training in general and more specifically, to make the reports asked under the Quebec legislation (Loi favorisant le développement de la formation de la main-d'œuvre).
2002	Scierie Duhamel	Involvement in the unionization of the enterprise.
2002	Doxasteel <sup>5</sup>	Recruitment and selection of a plant manager.
2002	Imprimerie Gagné	Recruitment and selection of a maintenance technician, in collaboration with Gilles Lajoie Industrial Psychologist.
1999-2000	CSE de Granby	Participation to a committee whose goal was to list the abilities, for many courses of the program Techniques de production manufacturière (Manufacturing techniques).
1999	CSE Cégep de Granby	Management information systems products evaluated for the CSE itself or for distribution to potential clients.

<sup>2</sup> Contract for the Development Bank of Canada in Laval

<sup>3</sup> Contract for the Development Bank of Canada in Longueuil

<sup>4</sup> Le Centre de services aux entreprises (CSE) de Granby is affiliated to the Cégep de Granby and also to the local school boards. It is a consulting business involved mostly in training. Previously, it was named CSE du Cégep de Granby.

<sup>5</sup> Contract for the Development Bank of Canada in Longueuil

<b>Year</b>	<b>Client</b>	<b>Description</b>
1999	Svedala Industries	Recruitment and selection of a technical field sales representative, a project manager and two application engineers.
2000	Montell Varennes <sup>6</sup>	Recruitment and selection of a process engineer.
1999	Mitel Bromont	Recruitment and selection of many electronic technicians.
1999	DeltaVision	Recruitment of a marketing manager.
1999	TD Bank	Recruitment and selection of a bank manager.
1999	Aliments Ultima <sup>7</sup>	Training needs evaluation of five technicians.
1999	CSST de St-Hyacinthe	Determination of the proper job for an injured worker, as defined in the Act respecting industrial accidents and occupational diseases, and support in his job search. (CSST means Occupational Health and Safety Commission)
1999	ViaSystems	Human Resources Management specific training.
1998	Intralogic	Preparation of a newspapers ad.
1998	SDC Rouyn	Selection of a general manager.
1998	CIBC (bank)	Recruitment and selection for many management positions.
1998	Waswanipi Cree Model Forest	Many contracts in human resources management and business administration, related to this innovative project in a natives community.
1998	LBG inc.	Recruitment and selection of an industrial sales representative.
1998	Forex Maniwaki <sup>8</sup>	Recruitment and selection of an industrial mechanics supervisor.
1998	Donohue-Abitibi	Recruitment and selection of an industrial mechanics supervisor for a sawmill.
1998	Fired employee	Representation of an employee fired illegally, under the article 124 of the Loi sur les normes du travail (Québec). Out of court agreement. (Client wants to remain anonymous).
1998	Ross-Finlay 2000	Research for a mining project in another country: income taxes, accounting, geography, health, culture and so on.
1997	Maxidrill <sup>9</sup>	Recruitment and selection of a marketing manager.

<sup>6</sup> Contract done with Protek (Jean-Pierre Bélanger) from Brossard. Same for Mitel and DeltaVision.

<sup>7</sup> Contract done for the Centre de service aux entreprises du Cégep de Granby — Haute-Yamaska. Same for the contracts indicated below for 1999 (CSST and ViaSystems).

<sup>8</sup> Contract done for Les 500 (A-T) Sélection Ltée located in Val-d'Or.

<sup>9</sup> Most contracts in 1996-97 were in support to Yves Plouffe & associates, a firm established in Rouyn-Noranda.

<b>Year</b>	<b>Client</b>	<b>Description</b>
1997	Norkraft (Domtar)	Recruitment and selection of a computing director.
1997	Uniboard	Recruitment and selection of an electricity supervisor.
1997	Inmet (Troilus)	Recruitment and selection chief geologist and chief engineer.
1997	Coleraine	Recruitment and selection of an exploration director.
1997	Noranda Mining	Participation to the recruitment and selection of a supervisor in the recycling department.
1997	Jonador	Recruitment and selection of an accountant.
1997	Mazarin	Recruitment and initial selection of a technician and supervisor for a dolomite mill.
1997	Reclassification comity	Participation to a reclassification comity following a major layoff at the mine Casa Berardi working mostly with the managers (job searches, curriculum vitae, interview, etc.)
1997	Bioptic Vision	Selection tools for construction supervisors.
1997	Matériaux Campagna	Selection of a buyer chosen from applicants identified by the client.
1997	SMRQ <sup>10</sup>	Selection of mining survey technicians.
1997	SMRQ	Selection of cooks.
1997	SMRQ	Selection of cooks leader.
1997	SMRQ	Selection of janitors leader.
1997	SMRQ	Selection of a crusher operator.
1997	SMRQ	Selection of geology technicians.
1997	SMRQ	Selection of a mill operations supervisor.
1997	SMRQ	Selection of an operator-leader for shipping and receiving.
1997	SMRQ	Selection of instrumentation and controls technicians.
1997	SMRQ	Recruitment and selection of an underground and surface heavy equipment mechanics.
1997	SMRQ	Participation to the selection of mill operators.
1997	SMRQ	Participation to the selection of buildings technicians.

<sup>10</sup> Société minière Raglan du Québec, affiliated to Falconbridge. Those contracts, related to the startup of this major project in the far north of Québec, were often done with a very short delay. The work was done in both French and English.

<b>Year</b>	<b>Client</b>	<b>Description</b>
1997	SMRQ	Participation to the selection of millwrights.
1997	SMRQ	Participation to the selection of mechanics-operators for the energy plant.
1997	SMRQ	Elaborated wages survey on jobs of the mining industry.
1997	SMRQ	Survey to compare the salaries of instrumentation–controls technicians and electricians in the mining industry.
1996-97	Mining industry	Annual wages survey in the mining industry for 1996.
1996-97	Yves Plouffe & associés	Support on equipment and software used in the office, including the utilization of internet for business purposes.
1996	Domtar	Initial selection on resume and design of custom tests.
1996	Meston	Initial selection on resume and design of custom tests.
1996	Pan American Silver	Recruitment and selection of a mining planner for Peru.
1996	Flygt (ITT)	Recruitment and selection of a technical field sales representative.
1996	Norbord Industry	Wages survey for three jobs: human resource manager, human resource superintendent and human resource agent.
1996	SMRQ	Selection of fixed and mobile equipment planners.
1996	SMRQ	Selection of a materials management supervisor.
1996	SMRQ	Selection of electricians and plumbers.
1996	SMRQ	Selection of an underground mining supervisor.
1996	SMRQ	Selection of a mining construction supervisor.
1996	SMRQ	Selection of a mine captain.
1996	SMRQ	Selection of a training coordinator.
1996	SMRQ	Preparation of a job description and specification for the position of mobile equipment planner (Hay system).
1996	SMRQ	Preparation of a job description and specification for the position of general outside services supervisor (Hay system).
1996	SMRQ	Help for the presentation of a wages survey on Excel.

<b>Year</b>	<b>Client</b>	<b>Description</b>
1994	Noranda Mining	Seminar on decision making for the human resources department.
1992-93	Gérard Aumond	Representation of an employee fired illegally, under the article 124 of the Loi sur les normes du travail. Decision of the court totally in favor of employee. He received all the money he lost because of that abusive firing.
1992	UQAT (Private courses)	Seminar on leadership for a group of managers.
1989-90	CPU Service inc.	Strategic planning, work organization and human resources management (job description and specification, hiring, performance appraisal, compensation).
1989	Dodec inc.	Work organization problems and measure of job satisfaction using interviews
1989	CFP de Québec	That organization was responsible of spending governmental funds for professional training in the region of Québec. Strategic planning and organizational development. Purpose was to persuade the managers to use management by objectives instead of the system they were using. Coaching of all senior managers for the 1989-90 strategic planning.
1988-89	CFP de Québec	Recruitment and selection for two jobs of professionals.
1988	Managers Association of the Québec Govern.	An association representing the intermediate managers of the Québec government. Study of the new salary package based on the Hay system.
1988	Québec Harbor Society	Coaching of the new human resources manager. Miscellaneous contracts in industrial relations.
1982-87	Self-employed workers	Advice on income tax and on their business in general.
1981	Cégep Lévis-Lauzon	Courses given to some government employees to help them when dealing with persons receiving social assistance.