

Darren M^cCaugherty MBA

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PROFILE

A dedicated administrative professional working in the education sector. A natural leader who possesses strong team building and management skills and who is able to see the big picture and motivate a team towards the end goal. Strong customer service-oriented individual who will build and maintain positive relationships with staff and customers. An analytical individual who is able to assess current processes, provide recommendations, and implement successful strategies to improve performance.

EDUCATION

Queen's University – Smith School of Business

2007 – Master of Business Administration (MBA)

1997 – Bachelor of Commerce (Honours)

Qualifications

2002 – F.L.M.I. - Fellow, Life Management Institute (with Distinction)

1996 – Canadian Securities Course

Professional Conferences & Education

Executive MBA Council – www.emba.org : Regular attendee to the annual and regional conferences for the Executive MBA programs around the globe

Desire2Learn – www.desire2learn.ca : Regular attendee to the user conference (Fusion) focusing on the learning management system supported by Queen's School of Business

Capsim – www.capsim.net : Attended a thorough overview on the Capsim Foundation simulation that is taught in my COMM 200 course (2011)

ACADEMIC EXPERIENCE

Smith School of Business at Queen's University

2010 - Present	Adjunct Lecturer Specializing in teaching introductory business management courses to first-year Commerce and upper-year non-business students at Queen's University COMM 101 A/B – Introduction to Commerce COMM 103 – Business Management COMM 200/600 – Introduction to Business Management
2004 – 2013	Academic Assistant to Dr. Roger Wright, Dr. Hamish Taylor, Dr. Jeff McGill and Dr. Paul Roman

BUSINESS EXPERIENCE

Director, Program Services

May 2010 – Present

Professional Graduate Programs, Smith School of Business at Queen's University

- Provides overall leadership and responsible for the successful operation of the internationally renowned professional graduate program portfolios within Smith School of Business including:
 - Executive MBA programs
 - Master of Management programs
 - Graduate Diploma programs
- Manage multi-million dollar budgets for all programs
- Manage a team of approximately 40 staff who provide exceptional customer service in the areas of recruitment, admissions, program delivery and administration.

Director, Materials Management

November 2009 – April 2010

Smith School of Business at Queen's University

- Responsible for developing, implementing, coordinating and maintaining the strategic and operational plan for the Materials Management department at Queen's School of Business
- Successfully lead the design and implementation of a digital print facility to support the needs of Queen's School of Business
- Lead the merger of two separate production units by creating a positive work environment and instituted a supportive and collaborative culture
- Realigned existing processes to streamline workflow to create a scalable operation which has enabled our team to expand our customer base without adding additional resources
- Implemented policies and procedures that increased value to the School while reducing costs
- During the summer of 2010, will take the Materials Management department to new levels by introducing online/digital content to all academic programs

Associate Director, Operations & Administration

February 2007 – October 2009

Smith School of Business at Queen's University

- Responsible for administering, planning and coordinating operations within the private Executive MBA programs at Queen's School of Business
- Manage the administrative and logistical functions required to run a high level customer service focused organization to students and inquiries across Canada and the United States
- Develop, recommend and implement systems and procedures for the efficient and effective running of the Executive MBA programs
- Participate actively in program planning and long term strategic planning for the Executive MBA programs
- Lead a team of 5 individuals and work closely with other office staff to ensure that we maintain the high academic standards of student entry
- Plan, coordinate and implement special projects that improve the overall operation of the Executive MBA programs
- Analysis of program enrolment and admission statistics to identify trends. Work closely with marketing to provide information on marketing efforts in regions across Canada

Program Manager, Cornell-Queen's Executive MBA

October 2004 – January 2007

Smith School of Business at Queen's University

- Chosen to lead a team of 14 individuals to successfully launch Canada's first dual degree Executive MBA program with the S.C. Johnson School of Management at Cornell University
- Recruited 45 highly qualified executives from across Canada in the inaugural class which exceeded initial targets
- Managed the demands of faculty, staff and students to ensure proper execution of the Executive MBA program
- Implemented process improvements within our MBA programs based on first hand experience gained as a student in the MBA program
- Provided an outstanding customer experience which has generated ample goodwill for the organization

Program Manager, Queen's Executive MBA

May 2003 – September 2004

Smith School of Business at Queen's University

- Assisted in the development of an application management system (AiMS) which is the cornerstone of tracking all applications within the MBA and PhD programs at Queen's School of Business
- Provided leadership to 20 individuals which maintained morale and productivity in a period of an entire management turnover which lasted for 3 months
- Led all Managers in the recruiting process by consistently attracting 30% of each incoming class

Underwriter, Group Insurance

June 2002 – April 2003

Empire Life

- Worked within a team of six underwriters to assess the risk of new group insurance plans targeted at companies with more than 20 employees
- Successfully reduced turnaround time on risk assessments from 13 to 5 days
- Developed strong relationships with Group Representatives to ensure that we brought new sales to the organization
- Received an approval limit of \$200,000 in annualized premium faster than any other underwriter

Underwriter, Life Insurance

September 1998 – May 2002

Empire Life

- Analyzed information to determine whether the risk of individuals satisfied the company's risk profile
- Liaised with agents, medical doctors, inspection companies and senior underwriters to make informed decisions about individual risks
- Managed the personal relationships with field agents to assist in the development of new business opportunities
- Implemented a jet underwriting process in our Montreal office which resulted in turnaround times for small insurance policies from 8 days to 2 days
- Earned higher approval limits faster than my peers, especially considering that I did not have a medical background

COMMUNITY INVOLVEMENT

Coach, Competitive Hockey

September 2015 – Present

Greater Kingston Girls Hockey Association (GKGHA) & Kingston Area Minor Hockey Association (KAMHA)

- D1 certified coach

President & Acting Registrar

September 2022 – Present

Kingston Lacrosse Association

- Treasurer & Registration since 2019
- Assumed role of President in 2022

REFERENCES

Available upon request