

Vickie Gray

V Gray Service Management Consulting

The Adaptive Coach

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Profile

Vickie is an independent Management Consultant, Professional Coach and Trainer. She brings good-humoured, knowledgeable, experienced, adaptive business practicality to customers transitioning to the IT Infrastructure Library (ITIL) best practices. To support her customers' success in these and other corporate cultural transitions she also delivers experience and knowledge about teamwork, team communication, transition management and leadership performance improvement through coaching and training. She is known to have a great capacity for idea-generation and likes to challenge her clients to take action, and learn continually, in order to improve.

Experience

PRESIDENT, V GRAY SERVICE MANAGEMENT, 12/2002-PRESENT

- Management Consultant and accredited trainer in the IT Infrastructure Library (ITIL) business-process best practices.
 - Customers include management and executives at:
 - Red Hat
 - Toyota Motor Sales (US)
 - Consonus
 - Aliant
 - Medavie Blue-Cross
 - Nortel
 - LabCorp
 - Dunkin Brands
 - Transcontinental
 - ITIL Training delivered includes ITIL Version 2 Foundation, Practitioner, and Service Manager, and ITIL Foundation Bridge.
 - Certified ITIL Expert^(c) through APMG.
- Corporate and small-business transition and leadership coach
 - The Adaptive Coach is a subsidiary of V Gray Service Management Consulting. Coaching is used to embed training and consulting concepts.

- Instructor for ResultsCamp business simulation, a one-week corporate project success retreat.
 - Over 250 managers and businesspeople coached and trained.
 - ResultsCamp has been held in the US, Belgium, India and other countries globally with additional participants from Canada, France, Austria, Netherlands, and Greece.
- Pursuing ICF Certified Professional Coach designation through the International Coach Academy.

SENIOR MANAGEMENT CONSULTANT, PINK ELEPHANT, 1/2002-12/2002

- Provided IT Service Management consulting in ITIL Best Practices through assessment, process design, and implementation to customers and leadership and business development to internal teams.
- Customers included IATA, Diageo, LG&E, and others.

PRINCIPAL CONSULTANT, SAGE INFORMATION CONSULTANTS, 3/2000-1/2002

- Provided technical consulting, project management, quality assurance, and IT service management process design to customers.
- Customers included Co-operators Group Insurance Companies and TD Bank.

BUSINESS ANALYST, INTRIA-HP (CIBC), 1/1998-9/1999

- Member of team designing ITIL Service Management processes for support of CIBC customers.
- Later developed supply chain logistic processes for management of end user information to facilitate Release Management.

Degrees / Certifications

- ICF Certified Professional Coach, Business Coaching, International Coach Academy, 2008-in progress
- Train the Trainer, International Coach Academy, 2008
- APMG ITIL Expert®, 2008
- Accredited ITIL Trainer, ITSM Academy, 2003, 2008
- ResultsCamp Teamwork Instructor and Group Coach, 2005
- ITIL Service Manager (with distinction), 2002
- MOF Instructor, 2002
- University of Toronto, BA (Hon.), 1991

Community

- Alto lead/soloist for local choir
- Provide pro bono coaching and workshops to Second Story Women's Centre, Lunenburg, NS, New Earth Institute, NS, YMCA Lunenburg County, NS
- Member/fundraiser of regional Rescued Greyhound Association
- Fundraiser for Feed Nova Scotia, support organization for provincial food banks
- Former founder and President, itSMF Atlantic Branch
- Former choir conductor, literacy tutor, and early music ensemble member (cellist)

Referrals

- On request.