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Jobs



Robert Devries

Assistant Deputy Minister, Ontario Digital Service

-  The Ontario Cabinet Office

-  Simon Fraser University

Brampton, Ontario, Canada · [Contact info](#)

500+ connections

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About

Information Technology Leader inspiring diverse teams of Business and Information Technology professionals to create effective enterprise solutions for Customer Management.

[...see more](#)

Activity

2,122 followers

Robert Devries commented on a post • 2mo
Congrats Wes!

   106

20 comments

[See all activity](#)

**Assistant Deputy Minister, Platforms - Ontario Digital Service**

The Ontario Cabinet Office

Apr 2019 - Present · 2 yrs 10 mos

Toronto

Responsible for leadership of the people, strategies and technologies necessary to enable Government as a Platform. Connecting the n ...see more

**Ontario Ministry of Government and Consumer Services**

9 yrs 4 mos

CIO Government Services Integration Cluster

2013 - Apr 2019 · 6 yrs 4 mos

Toronto

Leading the Business Solutions, Contact Centre Modernization, IT Service Management and Operations functions for multiple ministries in ...see more

Head Business Solutions

2010 - 2013 · 3 yrs

Responsible for strategic and tactical leadership in the introduction and development of channel solutions to provide better access to m ...see more

**Rogers Communications**

7 yrs 1 mo

Director, CRM Applications

2007 - 2009 · 2 yrs

Responsible for the development of CRM applications used by 12000+ customer facing agents and the enterprise integration of these and other

Director, Call Center Systems

2002 - 2007 · 5 yrs

Responsible for the support and development of speech enabled, natural language IVR, Computer Telephony Integration, Call Recording a ...see more

Manager Customer Care Systems

Oskar Mobile (Vodafone.CZ)

2001 - 2002 · 1 yr

Managed and Developed Customer Care systems for Oskar Mobil, now Vodafone, in the Czech republic. Responsible for CRM interface ...see more



Education



Simon Fraser University

BBA, Business, Telecommunications

1986 - 1991

Skills

Vendor Management · 99+

Endorsed by Mohammad Mushtaque and 12 others who are highly skilled at this



Endorsed by 17 colleagues at Ontario Ministry of Government and Consumer Services

Integration · 84

Endorsed by Mohammad Mushtaque and 11 others who are highly skilled at this



Endorsed by 13 colleagues at Ontario Ministry of Government and Consumer Services

Telecommunications · 83

Endorsed by Mohammad Mushtaque and 10 others who are highly skilled at this



Endorsed by 7 colleagues at Ontario Ministry of Government and Consumer Services

[See all 49 skills](#)

Recommendations

Received

Given



David Miro Grund

Building an AI powered HealthTech startup to provide personalized actionable insights about the mental health impact of an individuals digital habits. Simply put, helping people help themselves.

July 19, 2010, David Miro reported directly to Robert

Working for Robert was not only a pleasure it was also interesting - rarely do you have the opportunity where your boss is not only intelligent, to learn



Zainul Abedin, PMP, ITIL

IT Program Manager | Project Manager | Portfolio Manager

December 11, 2009, Zainul worked with Robert but on different teams

It was great to work with Rob on many call centre projects. I have learned a lot from his leadership style and technical knowledge. He is very understanding and appreciates team efforts. He has vast knowledge and experience in Call centre and CRM technologies. I am sur he has a very



Rafi Arane

Consulting Manager at Amdocs Canada

December 11, 2009, Rafi reported directly to Robert

Rob is one of the best managers I've seen and worked for during my years in telecom and IT. He knows his technology and better yet, he knows his people that make that technology work. He is broad in his outlook and knows what details let other people deal with. Conversation with him is

Projects

Contact Centre Modernization (CCM)

Feb 2011 - Nov 2012



Associated with Ontario Ministry of Government and Consumer Services

Design and implementation of an enterprise-class contact centre technology solution (infrastructure and software) enabling integrated services such as IVR, MMR and

Other creators



Interests

Influencers

Companies

Groups

Schools

Jon Steinberg

Senior Advisor Altice News and Advertising at Altice USA, Founder Cheddar

1,855,026 followers



James, you might like to follow **Hyundai Motor Group**

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People Also Viewed

Dafna Carr BA MBA • 3rd+

Associate Deputy Minister, ServiceOntario, Ministry of Government and Consumer Services

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Renu Kulendran (she/her) • 3rd+

Deputy Minister

Connect

Dragana Zonjic • 3rd+

Senior Manager, Tech Chapter (Acting) at Ontario Government

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Namita Sharma • 3rd+

Senior Manager - Digital Training, Governance and Maturity

Connect



Amy Swenson • 3rd+

Director, Digital Identity, Ontario Digital Service

Connect

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People you may know



Daniel Coward

Strategic Advisor at PEPA Botanique



Jo-Elle Craig

Peer Mentor at The University of British Columbia

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Sylvanna Carnello

Digital Engagement Coordinator at lululemon

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Ryan Jones

Project Manager @ CONCOST HOLDINGS INC.

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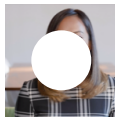
Tapasya Menon

Student at University of British Columbia | Faculty of Management

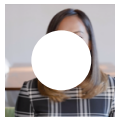
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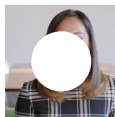
James, learn what hiring managers look for in answers to top interview questions



Tell me about a time you disagreed with someone.



Tell me about a time you had to manage conflicting priorities.



Tell me about a time you had to handle pressure.

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