

City of London - Application for Appointment to a City of London Board or Commission

Application

Please choose the Board or Commission you are interested in serving on: **London Hydro**

Contact Information

Name: **Margaret (Marg) Parks**

City: **London**

Province: **ON**

Postal Code: **N6P 1G1**

Experience and Qualifications

If you have experience on a London Board or Commission, please provide dates and details. (max. 3000 characters):

Children's Aid Society of London Middlesex

In 2018 I joined the board of The Children's Aid Society of London Middlesex. I have spent my time on this board being on all 3 of the committees, which are finance, strategy, and quality. For the last 3 years I have served as Vice Chair for the Board. Effective with the upcoming term, I am Chair of the Board. This Board is a Governance Board which reflects appropriately the type of work done with the London Hydro Board. I am now in my 6th year with the Children's Aid Board, and have found the experience both gratifying and educational.

I have worked on several projects with this Agency - including Development of a new Strategic Plan in 2020, Leading a team to hire a new CEO in 2022, Technology reviews in 2019 and 2020, and Financial Strategies in 2019, and 2022.

Big Brothers Big Sisters of London

I was a Director on this Board of this organization (Big Sisters at the time) from 2004 to 2009. At the same time I was a Big Sister for a very troubled and challenged teenage girl, who has now grown into a wonderful young woman. I was very active in the organization and supported all activities that inspired community involvement and contributed to the well being of the community we served. I spent 2 years as Vice Chair of this Board. I continue to support this organization with their fundraisers.

My Sisters Place

I represented the Strategy Committee to the CMHA Middlesex Board. I worked with the team at My Sisters Place from 2016 to 2019. I found this involvement a fabulous way to contribute to the well being of many of the citizens of London. I continue to support this organization with their fundraisers.

What do you hope to contribute or learn as part of a Board or Commission? (max. 3000 characters):

I believe there are many key ways that I could make a strong contribution to the Board at London Hydro. I have a strong technical background and I have worked extensively in the Hydro industry. This includes the nuclear industry with Bruce power.

Throughout my career I've been a team leader responsible for delivery of projects to several hydros including London, Hamilton, Mississauga, (Alectra), OPG, Nova Scotia Power and Hydro Ottawa to name some. I have been close to application development projects and the growth of these systems within the Hydro businesses. I have also worked on building ERP systems and implementing Call Centres.

Throughout my career, I have had extensive executive and management training and leadership training. This allows me to bring strong experience for this position.

I have always been well respected by my peers, employees and senior executives with whom I have worked. I believe this is the result of a number of factors. I work hard to deliver results. I always maintain an appropriate sense of humor. I am always sensitive to the needs of everyone on the team.

I have worked collaboratively with industries inside and outside the corporate

environment.

I enjoy strategy and the “big picture”. I want to contribute as part of the London Hydro team as you move into the future.

I believe that my history working with Hydro Companies, and a strong understanding of regulatory rules are key factors that will contribute to my success, if I am a Board Member for London Hydro.

I think these values align nicely with the London Hydro values of respect for everyone, trust in each other, and to give time to people to do their jobs.

It is my wish to give back to my community as best as I am able.

How will you support the work of a Board or Commission? (max. 3000 characters):

I believe I can make a contribution and support the work of the London Hydro Board with the following areas of focus.

First: Be attentive to the ROI, and do this by bringing good skills to the table, and asking questions to support the CEO. London Hydro is currently a strong asset to the City of London with the strong revenues and positive returns while maintaining high levels of customer satisfaction. This needs to continue.

Second: I believe as a Governance Board, it is a requirement to provide oversight of the CEO. I believe this is accomplished through reviews of the strategies, the action plans that are in place and under development, and supporting processes and activities that run the business.

Third: It is always helpful and key to support the business by asking intelligent questions. Strong governance is essential to ensure that all facets of London Hydro produce results, including Financial, Service, and Customer Management. London Hydro with over \$500 million in total revenues delivers a strong return. The assets that London Hydro controls are a huge benefit to our city. The excellent customer satisfaction ratings are essential to maintain.

Please describe additional experience, training, or community involvement that will help you in your role as a Board or Commission Member. (max. 3000 characters):

I had the fortunate experience of a strong career in the high tech sector. I have had extensive Executive Management, Leadership and Training experience with IBM Canada. I will highlight 3 areas that describe my capabilities

1 - I have a strong technical background and I've worked extensively in the Hydro industry.

2 - I've been the team leader responsible for delivery of projects to several hydros including London, Hamilton, Mississauga, OPG, Nova Scotia Power and Hydro Ottawa. This includes everything from building application development systems to ERP's, and Call Centres.

3 - Personal work ethic and integrity are values that I hold in high regard. I am committed to doing a top quality job with any undertaking. I get involved with work and feel great satisfaction in delivering a successful work result.

Additional Supporting Information

One exciting project that I completed was to start and grow a computer training and development business for IBM. In order to do this I had to hire a team and implement processes to run a successful and profitable business. This required strong leadership and lots of hard work. Every single process we started was new and the business was built from the ground up. I hired staff who understood what their jobs were and expectations were clear. We started and grew a very successful business model. This was one of my real accomplishments.

As I stated earlier I have had direct experience working with many of the Hydro companies. I have knowledge of London Hydro technologies. Because I am familiar with them I believe I can bring strong oversight and help guide London Hydro.

My community involvement with the Children's Aid Society of London Middlesex has been instrumental in developing my knowledge of the greater London Community. As we deal with families and individuals from all diversities and all communities, we work effectively to ensure their safety and secure the well being of everyone we serve.

In 2022 I led the Executive Search Committee at the Agency to successfully recruit and hire our new and current CEO.

We value the contributions of Londoners with diverse experiences and welcome applications from individuals who share our commitment to reconciliation, equity and inclusion. Please describe how your work, community or lived experience will enhance these efforts through Board and Committee work. (max. 3000 characters):

I absolutely support diversity and inclusivity. Personally this is a core value of which I am proud.

I have the experience of working with the London community in a very diverse environment at Children's Aid. The communities we serve are multiple and we acknowledge and work well to respect every community and their values. I have participated in several events with such welcoming teams within the Indigenous and Muslim Communities.

I have always been a proud supporter of the LGBTQ Community and learned this value early in my career at IBM. IBM was first as a large tech corporate company to march proudly in the Pride Parade and demonstrate this example to the entire workforce and greater community.

Attach resume or other document here, if needed:

Attach more files here, if needed:

Confirmations

I declare the following: I am a resident of London. ; I am at least 18 years old.; I am not a City employee or Council member.; I understand that my application and any attachments will be included on a public agenda that is published on the City website.

To help inform our outreach activities, please tell us how you heard about this opportunity:
(optional): **Conference or networking event**

If you selected 'Other', please specify:

Submitted on: **5/18/2023 10:05:49 PM**

Marg Parks

London, On N6P 1G1

Marg Parks is a retired IBM Executive who enjoys spending her time actively in the London Community. During her IBM career, Marg had increasingly responsible positions in Marketing, Sales, Strategic Planning, Executive Management, Consulting, Human Resources, Business Operations and Change Management.

Marg has extensive Board Governance Experience and has been a Director of the Board for Children's Aid of London Middlesex since 2018. She is the incoming Chair of the Board in 2023. Marg has also worked on Boards for Big Brothers Big Sisters of London and My Sisters Place.

Marg is a results orientated executive with strong people skills and success in tackling challenging transformation issues. She is highly regarded for her ability to lead in complex environments with multiple stakeholders. During her career, Marg was promoted to executive positions of increasing responsibility. Marg has strong Marketing, HR, Operations and Financial Management skills combined with an entrepreneurial flair.

Marg brings a strong work ethic and high energy. Over her career, Marg gained proven experience in consulting, restructuring, and developing teams to deliver results. Marg is a seasoned Marketing executive, and developed Marketing plans for IBM hardware and software products. Marg was responsible for deal making and contract negotiations. She was also responsible for the development of business partner relationships. She is respected for her results driven approach. Marg is recognized as a strong people leader who creates high performing teams with an eye for developing talent.

Marg has developed advanced technical expertise in areas of Financial Processes and Mobile Technologies. She directed several very successful client initiatives in these areas.

Specialties:

- ★ Marketing – Planning and Execution
- ★ Leadership of high-performance teams
- ★ Strategic Planning
- ★ Change Management
- ★ Business and Financial Operations
- ★ Contract Negotiations
- ★ Strategy
- ★ Executive client relationships
- ★ Collaborating
- ★ Mentoring
- ★ Communication

Summary of Career Experiences

Marg is an accomplished senior executive and marketing leader within the Canadian Information and Technology Industry. She has established a track record of developing creative business and innovative solutions to accelerate change. Marg brings a broad spectrum of organizational and solution skills developed through various management responsibilities.

Business Executive Manager – for IBM London, and South Western Ontario: 2008 - 2015

Responsible for the marketing / sales and implementation of IBM's Products and Consulting Services with revenues in excess of \$10 Million annually, and representing IBM Canada into the community as the Senior Location Executive.

Business Leader – for IBM Southwestern Ontario, (London, Windsor, K/W, Hamilton): 1998 – 2008

Responsible for growth and development of Consulting Professional Services to all clients. Managed revenues over \$10 Million annually.

LGS – an IBM Company – General Manager and Business Sales Executive – 1996 – 1998

IBM Education & Training Manager – 1993 – 1995 Marg opened and managed Polar Bear Training Offices in London Ontario. This was an IBM Training Company. Marg was responsible for the successful launch of the business including all staffing, course development and delivery to clients.

Additional Related Experience

TRAXIS - 1995 – 1996 Marg was the General Manager of TRAXIS, a Software Development Company in Mississauga. During this time Marg was responsible for managing all aspects of the business including Sales (\$5 Million annually) Financial Management and HR.

Education

IBM Education & Training every year (over 30 years) – including Harvard Courses, Executive Management Development, and Marketing Training.

Laurier Business Certificate in Entrepreneurial Studies 1996

Board Training as a member of Big Sisters of London

2018 and 2020 – Board Training Certification Courses with Capacity Canada & Manulife, on the subject of Board Governance Training.

Personal Interests

Currently with Children's Aid of London Middlesex - Director on Board from 2018

Additionally - 2023 Incoming Board Chair for Children's Aid of London Middlesex

Policy Advisory Committee & Board for My Sisters Place, in London

Past VP and Board Member of Big Sister Big Brothers London On

I have a special interest in the growth and development of youth and have stayed active in the Big Sister Program for 20 years. I worked on the Board for 8 years, and was part of every committee at some point. I was Board Vice President for a period of 2 years.

I have participated in several Habitat for Humanity builds, and led the United Way Corporate effort locally.

I have travelled extensively, and plan to happily continue.