

# Toni Hatherell

Team Lead



Based in Kelowna, British Columbia, Canada

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## Areas of Focus & Expertise

- **Operations Excellence**
- **Business Transformation**
- **Strategic Advisor**
- **Innovative Solutions**
- **People Leadership**
- **Relationship Management**

I am an experienced Operations Management professional dedicated to driving operational excellence who oversees the establishment and execution of Avantage's Center of Excellence (COE) located in Kelowna, British Columbia.

Across my career I have successfully led and transformed operational processes, strategies, and teams for corporate and commercial clients in the financial sector. I have orchestrated the successful implementation of innovative technologies, enhancing overall operational efficiency and client service delivery. Additionally, I am experienced in leading change management initiatives, and coaching and mentoring leaders.

I am deeply committed to empowering individuals to question conventional methods, all while delivering transformative solutions. This commitment ultimately fuels growth and nurtures a culture of continuous improvement, fostering an environment where teams collectively thrive and succeed.

When I'm not working, I enjoy experiencing the true Okanagan Lifestyle: paddle-boarding, hiking, and skiing. I also captain a Basketball team locally, and big time Raptors fan!

### Featured Services

Operational Excellence  
Team Optimization  
Project/Process Management

### Technology Solutions

Process Management Tools  
Data Visualization Tools  
Collaboration &  
Communication Tools

### Industries

Royal Bank of Canada, Retail  
RBC, Canadian Banking Operations  
Fidelity Canada

## About avantage

For over 15 years, Avantage has been building a trusted brand, engagement by engagement. We are privileged to serve the organizations we work with, that include some of the most recognized brands in the world.

Our growth strategy is based on providing the specialized skills required to help our leading enterprise clients adopt the modern capabilities required to compete and innovate in a disruptive world. With a results based approach, we combine great people with advanced IP, tools and systems, that positions us a notch above in a highly competitive marketplace.

