

RMCP® Spotlight



Name, Job Title, Company

April Toyota

Manager, IT Resource Capacity Management and IT Business Services

Alberta Health Services

What is one of your favorite hobbies?

Paddle boarding at my lake cabin in the summer time.

Why did you choose to work in resource management?

Over 8 years ago, I could see the value of resource capacity planning and witnessed that it appeared to be very immature especially in Enterprise IT areas at that time. I was up for the challenge to see if I could make a difference!

What characteristics do you think make a good resource manager?

Generally, all resource managers should have excellent communication skills. For Enterprise IT companies, it is very important to tactfully work with hiring managers and project managers to mature the Resource Management practice and at the same time understand their unique perspectives of 'what's in it for me (WIIFM)'.

What has been your biggest resource management challenge to date; and if you have overcome it, how?

Our biggest challenge as an Enterprise IT company is that our resources are unionized, non-billable and employees. For successful outcomes when introducing process changes, strategic candidate sourcing and skills development, it is vital to include employees' people managers as well as other business areas such as Human Resources and Labor Relations.