



**Pickleball Canada 2023 Annual General Meeting
June 28, 2022
Election of Directors - Nominee Information Package**

Nominee Name: Steven Sagal

Nominee Letter of Intent:

Please consider my application for the Pickleball Canada Board of Directors. With my experience, qualifications, and passion for pickleball I believe I would be an asset to the organization and contribute to its growth and success. My involvement with the sport as a player and local organizer has provided me with a solid foundation to build on at the national level with Pickleball Canada.

I have a range of qualifications and achievements that include serving on the board of Pickleball Regina in a variety of roles and committees. As an avid competitive pickleball player, I bring valuable insights into player needs and expectations. I also have strong technical skills which aid in navigating technology integration within the sport.

I am particularly excited about the opportunity to contribute to the continued development of performance ratings. I have a keen interest in this area and have dedicated time to researching the various Elo-inspired algorithms in use today. I firmly believe that a robust and accurate rating system not only enhances the competitive landscape but also provides players with meaningful goals and benchmarks to strive towards. While the current CTPR represents a significant improvement over past practices, I believe there is always room for improvement. As we continue to learn more about the impact on player experiences it becomes crucial to adapt and refine our approach accordingly. I am committed to staying informed about the latest developments and research in this area, and I am eager to collaborate with fellow board members, players, and industry experts to explore solutions that strike the right balance between accuracy, fairness, and the unique aspects of pickleball as a sport. This can ensure that our rating system remains dynamic, responsive, and supportive of the growth of pickleball.

Thank you for considering my application. I would be happy to provide any additional information you may require. I look forward to the opportunity to serve as a director and help shape the future of pickleball in Canada.

Yours sincerely,
Steven Sagal

Nominee Resume:

PROFESSIONAL SUMMARY

- 6 years of experience leading diverse teams of IT professionals.
- Over 18 years of experience coaching, mentoring, and training employees on a variety of technologies and processes.
- Excellent analytical and problem-solving skills.
- Demonstrated ability to understand technical systems, business processes, and priorities to create solutions that move the business forward.

CAREER BACKGROUND

Manager, Modern Workplace – ISM Canada | January 2023 – Present

- Ensure that the capability is present to effectively deliver services to ISM customers.
- Responsible for personnel matters, which include leadership, communication, guidance, performance management, and training of staff.
- Ensure adherence to a consistent standardized service delivery model rooted in best practices.

Product Owner – SGI Canada | January 2022 – August 2022

- Defined the product roadmap, vision, and prioritization of backlog items for a range of products including distribution management, customer & broker FNOL portals, and the overall identity experience at SGI.
- Acquired Scrum Alliance Certified Scrum Product Owner certification.

Manager – Development & Delivery | SGI Canada | June 2019 – Dec 2021

- Contributed to the creation and implementation of a comprehensive retraining program for staff to learn modern technologies and the Agile methodology.
- Supported and coached staff through significant career changes as the organization needed to reskill and redeploy their workforce to align with digital transformation.
- Managed a team of contractors supporting and enhancing a suite of APIs that provide brokers real-time access to core business applications.
- Standardized processes to make work visible and enable team accountability for deliverables and service levels.
- Managed staffing levels to ensure business continuity, including hiring new resources.
- Acquired Scrum Alliance Certified Agile Leadership 1 certification.

Operations Manager – Professional Services Delivery | SaskTel | September 2017 – May 2019

- Managed a team of technical resources responsible for the design and delivery of network, security, and collaboration solutions for external customers.
- Promoted a culture of continuous improvement by reviewing and modifying existing processes.

Various Roles | SaskTel | July 2002 – August 2016

- Technical lead on a major billing, rating, and CRM replacement project ensuring the successful implementation of an integrated solution that secured over \$450M in annual revenues.
- Supported people change management by working directly with various user groups.
- Evaluated vendor enhancements for technical accuracy and adherence to SaskTel standards.
- Managed workload and performance among a team of Programmer Analysts, ensuring priorities were maintained.
- Mentored other team members to develop coding skills.

Tier 1 Agent - Internet Helpdesk | SaskTel | March 2002 - June 2002

- Assisted external SaskTel customers with various internet access and email issues.
- Maintained high-level of customer service and very strong call statistics.

EDUCATION

SIAS Palliser Campus (Moose Jaw, SK) | January 2000 - December 2001

- Computer Information Systems (CIS) Diploma Program

VOLUNTEER WORK

Various Roles | Pickleball Regina Inc | Nov 2021 – Present

- Vice President, Nov 2022 – Present
- Board Member, Feb 2022 – Present
- Program Committee Chair, Nov 2022 – Present
- Ratings Committee Member, Nov 2021 - Present

Hockey Regina Incorporated | 2017 - 2020

- Team Manager & Treasurer for 2 seasons

Regina Rams Football | 2012 - 2017

- 50/50 seller at Regina Roughrider games