



# TORONTO Customer Experience

## Corporate Services

The Customer Experience Division (CXD) incorporates a collaborative approach to drive standards, capabilities, and the scaling of platforms with a focus on providing outcomes that result in public access to inclusive, accessible, integrated services via channels of choice.

Through the 311 Contact Centre, CXD provides residents, businesses, and visitors with 24/7 access to City services, programs, and information online, via the 311 Toronto mobile app, by phone, e-mail, fax or mail. Toronto.ca/311 provides access to a wide range of online services, including service requests and tracking.

Metro Hall  
2<sup>nd</sup> fl., 55 John St.  
Toronto ON M5V 3C6

Facsimile ..... 338-0685

Interim Executive Director  
Roopy Chhina ..... 338-2937  
Administrative Assistant  
Christina Grandal ..... 338-6450

### Strategy, Insights & Planning

Director  
Roopy Chhina ..... 338-2937  
Administrative Assistant  
Dahlia McGregor ..... 397-9293  
Manager  
Karis Flowers ..... 437-533-2208  
Business Analyst  
Kelvin Lui ..... 712-1258  
Management Consultants  
Rokaiyah Hossain ..... 437-230-9248  
Abdi Osman ..... 437-925-1606  
Sophie Plottel ..... 647-268-4533  
Tiffany Vong ..... 818-7299  
Project Coordinator  
Laura Fallico-Rossi ..... 320-8258  
Catherine Kabasele ..... 392-5182

### Service Design & Delivery

Director  
Asim Hussain ..... 647-268-3444  
Administrative Assistant  
Dahlia McGregor ..... 397-9293

### Product Management Office

Product Managers  
Vince Chan ..... 437-224-1221  
Anne-Marie Croce ..... 676-6455

### Project Management Office

Manager  
Ilanko Sivarajah ..... 671-6328  
Business Analysts  
Guhad Hersi ..... 971-4960 ext. 13022  
Aleena George .....  
Krystina Thompson ..... 437-332-3834  
Senior Systems Integrators  
Dave Waddling ..... 437-217-8531  
Volodymyr Ienkalov ..... 397-1588  
Indika Perera ..... 397-4064  
System Development Specialists  
Mladen Jokic ..... 437-217-1003  
Manmeen Kaur .....  
Project Manager Work Package Leaders  
Souleymane Balde ..... 397-1384  
Chaitanya Gandhi ..... 437-559-8917  
Robin Sandhu .....

## Service Experience & Design

### Manager

Terry Costantino.....437-232-5939

### Services Design Consultants

Marisa Bernstein.....219-0613

Aurelia Dalinda .....437-218-3658

Lisa Gao .....437-855-6123

Clara Ng .....647-280-7132

Argerie Tzouras.....437-240-5180

### Service Design Researchers

Gabriele Foerster .....728-9027

Michael Keenan.....437-217-6534

Quinn McCallum.....992-1783

Daniel Ura .....437-488-8945

### Web Communications Coordinator

Terry Clark .....356-6448

## Channel Operations

### Director

Sarah Powell Smith .....473-7101

### Administrative Assistant

Heleny Senadipathy.... 971-4960 ext. 13487

### Managers

Julie Giagiari .....338-6469

Louise Patterson .....338-6469

Samuel Samuel .....971-4985

### Supervisors

Gillian Arendse.....971-4987

Sharmaine Dickson.....397-0194

Jeannine Bryan .....971-4983

Tyler Hadley .....971-4977

Pam Hodgson .....971-4984

Anthony Liberio .....971-4975

Halima Nuri.....971-4863

Nicola Pryce .....971-4861

Shakil Syed.....971-4967

Keisha Wright.....971-4988

## Quality & Performance

### Director

Jag Gill .....397-7340

### Administrative Assistant

Heleny Senadipathy.... 971-4960 ext. 13487

## Financial & Business Management

### Supervisor

Janice Poon.....397-0487

### Budget & Operations Analyst

Naresh Kumar.....392-4923

### Support Assistant

Afeida Khan .....397-0282

## Information & Business Development

### Manager

Esther Noboa .....397-1294

### Supervisors

Ivy Shao.....397-7772

### Business Analysts

Amritvir Bhangoo.....971-4865

Michael Eyeh.....394-5455

Kevin Poon.....

Jesse Sahota.....392-2907

Tracy Smith .....397-1381

Sabrena Yang .....

### Research Analysts

Hodan Abdi .....971-4960 ext. 13172

Iftu Abdulatif.....971-4960 ext. 13052

Alwin Cheung.....971-4960 ext. 13268

Virginia Dong.....392-9412

Reshan Kanaganayagam.....

.....971-4960 ext. 13374

Jan Potmesil.....971-4960 ext. 13340

Effie Rakovalis .....397-7765

### Trainer

Judy Sabadin.....971-4960 ext. 13329