

Normand H Arsenault

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Professional Summary: Normand H. Arsenault

Normand H. Arsenault is an accomplished senior project manager with extensive experience in project, program, process, and change management, as well as marketing, sales, customer service, and database management. He has a proven record of accomplishment in leading process improvements, implementing customer self-service solutions, and managing complex technical upgrades including SAP and SAS systems. With strong analytical skills and expertise in database reporting, web form design, and automation, Normand excels at delivering cost-effective solutions on time and within budget. He is fluent in both official languages and is highly skilled in conflict resolution, negotiation, and team leadership. His background includes roles in commercial services, technical support, and small business marketing, complemented by continuing education in strategic thinking, leadership, and customer relationship management. Normand's adaptability and commitment to excellence make him a valuable asset in fast-paced, customer-centric environments.

Board and governance experience.

- NOTL Town councillor 2018-2022
- A/director NOTL Residents Association
- Board member Niagara Transit Commission
- Board member Nova Scotia Big Brothers Big Sisters Association
- President, Vineyards Community Association Virgil
- Chair Environmental Advisory Committee Town of NOTL
- Vice-chair Town of NOTL Audit and finance committee
- Active member of the following Town of NOTL committees
 - Transportation Advisory (Local and Regional)
 - Safety

- Municipal Accommodation Tax
- Short-Term rentals
- Glendale Task Force
- Grinder Pump