

JILLIAN GALLAYS

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Operations and project leader with experience bridging the gap between data, technology, and people to build more effective systems and teams. Experienced in business operations, software transitions, workflow improvement, and team leadership across health and performance environments. Recently completed a Master of Management Analytics at Queen's University with a focus on analytics, technology, and systems thinking.

Key Areas of Expertise:

Leadership • Project Management • Business Analysis • Software Implementation • Process Improvement • Data Analysis & Reporting • Requirements Gathering • Workflow Design • Data Migration • Change Management • Stakeholder Engagement • Operational Analytics • Training & Facilitation

Technology & Analytics Tools

Python • SQL • Tableau • Claude • Microsoft Office Suite • Jane • MindBody • ClinicMaster • Heidi AI • Google Workspace
• Data Visualization & Reporting

PROFESSIONAL EXPERIENCE

Director of Training, Craven Sport Services |

2017 - 2024

Promoted to Director of Training within four months based on leadership, initiative, and operational contributions. Helped lead the opening of a second facility, supporting budgeting, staffing coordination, scheduling workflows, equipment planning, and day-to-day operational setup.

Assisted with hiring, onboarding, mentoring, and supporting staff across multiple disciplines and locations.

Project Manager

1) MindBody Digital Transition Project

- in the transition of clinic operations from Excel-based scheduling and billing systems into the Mindbody application, led the improvement of consistency in scheduling, reporting, and staff accountability processes.
- Led the Discovery Phase to formalize the strategy and plan to take advantage of the MindBody functionality that aligned with the Corporate needs
- Led and created the detailed requirements in preparation for application development; working closely with Administration and Quick Books Billing expert, the owners, and acted as the subject matter expert for executive and staff needs in the areas of booking, scheduling, reporting, metric and analytic requirements, payroll and collection needs.
- Project Analyst and Developer working with the Vendor to configure and request customization needed to meet the requirements
- Led the testing and acceptance testing with users; working through the bugs and fixes to prepare for the user acceptance;
- Trained-the-trainer to support staff for Go-Live; created post go-live support structure as well as the Transition to Operations Plan.

2) ClinicMaster Integration

- Co-led a migration into ClinicMaster to integrate two locations into one operational system, including transferring client records, reviewing duplicate and inconsistent data, aligning pricing structures, and improving workflow consistency across locations. (Co-led with Director of Physiotherapy)
- Two obsolete applications were merged into the upgraded version of ClinicMaster, an application developed for physiotherapy but had shortfalls to meet the requirements for the strength and conditioning functionality.

- Led the *Discovery* and *Current State* review, working closely with staff to troubleshoot and understand the current operational issues and develop the *Future State* process mapping to improve software adoption, and create clearer processes for scheduling, communication, and client management.
- Requirements Elicitation to define the needs for scheduling, billing, and operational data to support staffing coordination, day-to-day decision-making, and client experience improvements
- Build Phase – Agile approach: Developed, Configured and Tested one process which became the basis to train the co-lead on how to build and test the rest of the processes.
- Trained the Training – reviewed the training documentation with a fair bit of redo on my part to be able to provide informative and clear training material
- Go Live: soft launch to provide knowledge and created reinforcement plans as this was not a well-received change;
- Transition to Operations: created to ensure clear directions for client support vs staff support

Strength Coach, Jillian Gallays Inc. |

2024 – Present

Business Acumen

- Built and launched an independent coaching business, managing scheduling, pricing, budgeting, client onboarding, and day-to-day operational workflows.

Public Speaking

- Events of 20-200 People
- Topics: Sport career, Adaptability and Determination, Winning with a Learning Disability, Doing what you Love to Do, Be Present, Commit and SMART Goals

Technology and Analytics

- Developed and maintained systems within Jane to support scheduling, billing, documentation, client communication, and progress tracking.
- Explored the use of Heidi AI and other digital tools to improve notetaking, client communication, and workflow efficiency.
- Used client attendance, scheduling, and performance trends to better understand engagement, retention, and operational patterns within the business.
- Built and maintained digital marketing and communication systems through website management, social media, and relationship-based client development.

Olympian, Canada Wrestling |

2006 - 2016

- Represented Canada internationally at the Olympic Games, World Championships, Pan American Games, and Commonwealth Games.
- Developed leadership, adaptability, resilience, and communication skills through high-performance sport and team environments.
- Applied high-performance principles including discipline, preparation, and accountability to coaching and leadership roles.

EDUCATION & PROFESSIONAL DEVELOPMENT

MASTER OF MANAGEMENT ANALYTICS (MMA) Smith School of Business, Queen's University	2026
LEADERSHIP COURSE Queen's University	2020
BACHELOR OF SCIENCE, KINESIOLOGY University of Saskatchewan	2012
CSEP-CPT CERTIFIED PERSONAL TRAINER Canadian Society for Exercise Physiology	2008

ATHLETIC ACHIEVEMENTS

UNIVERSITY HALL OF FAME University of Saskatchewan	2025
RIO OLYMPIC GAMES TEAM CANADA MEMBER Team Canada	2016
PAN AMERICAN GAMES GOLD MEDALIST Toronto, Canada	2016
WORLD CHAMPIONSHIP BRONZE MEDALIST Tashkent, Uzbekistan	2014
COMMONWEALTH GAMES BRONZE MEDALIST Glasgow, Scotland	2014
CANADA SENIOR WRESTLER OF THE YEAR Wrestling Canada	2014
8X NATIONAL WRESTLING CHAMPION Wrestling Canada	2006-2016
FEMALE ATHLETE OF THE YEAR University of Saskatchewan	2009

REFERENCES AVAILABLE UPON REQUEST