

MONTREAL – May 25, 2018

Patrice Marcil, N-A Customer Experience Director Axalta Coating Systems

Patrice started his career with Axalta as a Technical Training Instructor in 2000 moving to Training and Customer Care Centre Manager, then adding Strategic Planning and Refinish Performance Management responsibilities for Canada. His current role is Learning & Development Director for North America. He graduated from l'Université du Québec à Trois-Rivières in Science of Education in 1996. Patrice started in the automotive Industry in 1979 as part time technician in his father's shop, advancing to shop manager in 1985 until 1989. He began a second career as a Collision Repair Instructor from 1990 to 2000. During that period, Patrice also worked as Assistant-Editor for a Collision Repair Magazine and an industry consultant for various automotive industry organizations. Patrice is still involved in the Industry representing Axalta Coating Systems at the Canadian Collision Council and the Canadian Collision Industry Forum (CCIF). He has been contributing with I-CAR between 1993 and 2015 from Instructor to Chairman of the I-CAR committee in the province of Québec.



Ryan Mandell, Director of Claims Performance Mitchell International

Ryan Mandell is the Director of Performance Consulting for Mitchell International. Ryan has spent his entire career in the automotive industry and has a wide array of experiences ranging from field claims appraiser, body shop manager, and most recently as a regional director for a large recycled parts supplier in the Pacific Northwest. In his current role, Ryan works hand in hand with insurance executives and material damage leaders to provide actionable insights and consultative direction for their claims organizations. Ryan earned his Master of Arts degree from Northern Arizona University and his Bachelor of Arts from the University of San Diego. Ryan also received the Accredited Automotive Manager designation from the Automotive Management Institute in 2016 and maintains ASE Certifications as both a collision damage estimator and parts specialist. In 2015, he was selected as was one of the top 40 Business and Community Leaders in Western Washington under the age of 40 by Business Examiner Magazine.



**Mario Tremblay, President
Les Services Consultatifs MJA Inc.**

Mario is a trainer, a facilitator and a business consultant who is passionate about the continuous improvement of collision center processes.

He learned automotive painting techniques for about ten years while working for Autos Martel & Héroux inc. and continued his career at BASF, where he specialized in shop management in order to help collision centers improve their performance.

After working for many years with collision centers, Mario joined DuPont High Performance Coatings, now known as Axalta Coating Systems, as the sales director for Eastern Canada. A few years later, he assumed the role of national sales director for DuPont.

After dedicating more than 35 years of his career to the collision industry, Mario founded his own consulting firm in 2017 in order to concentrate on the best management and production methods for collision centres.



**Caroline Lacasse, Chair
I-CAR Québec Committee**

Caroline Lacasse has worked in the automotive industry for more than twenty years. With two diplomas of vocational studies, one in auto body and the other in electronics, as well as a university background in education, she worked as a motor vehicle body repairer (metal and paint) and as a vocational education teacher for almost 10 years. During this period, she was also an I-CAR instructor, educating many motor vehicle body repairers about the concepts of automotive electronics. She was also appointed to train new instructors across the country. Given her deep interest in worker and manager development in the industry, Ms. Lacasse pursued her university studies and received a doctoral degree in occupational and organizational psychology. With this well-stocked toolkit, she enjoys applying her knowledge, her experience and her skills to make a significant contribution to the development of workers and managers in the automotive services industry as a specialist in training and organizational development with her company UPSYLON.



**Daniel Rodrigue, Quality controller
Groupement des Assureurs Automobiles (GAA)**

Mr. Rodrigue holds two diplomas of vocational studies, one in auto body repair and the other in mechanics. He has held various jobs in the automotive sector, including as an automotive paint specialist and refinisher and as a mould preparer and repairer, before joining the Groupement des assureurs automobiles as a quality controller (heavy-duty vehicles) in January 2012.



**Pete Karageorgos, Director, Consumer & Industry Relations
Insurance Bureau of Canada**

With over 23 years of experience in the insurance industry, Pete began his career as a Claims Representative with State Farm Insurance. He held a series of positions in their public affairs, sales, claims, life insurance, education and development departments.



In 2009, he joined Insurance Bureau of Canada as Manager of Media Relations before assuming his current role. He oversees the Ontario Consumer Information Centre and its management of consumer queries, which range about 10,000 annually. Pete is a frequent event speaker on a range of insurance topics including business insurance and the insurance industry's response to severe weather. He works closely with member company representatives on local issues and guides IBC's Community Assistance Mobile Pavilion in Ontario to provide on-site insurance assistance to disaster victims. He has represented IBC on the Ontario Ministry of Consumer Services, Towing and Storage Advisory Group.

Pete graduated from the University of Toronto with a Bachelor of Arts degree. He has achieved the following professional designations: Fellow, Chartered Insurance Professional (FCIP); Fellow, Life Management Institute (FLMI); Canadian Risk Management (CRM); Associate, Customer Service (ACS); Competent Toastmaster (CTM).

He is an active community member, serving as Vice-President of the York Jets Soccer Club and as a youth soccer coach. He has served on the Board of Directors for COSTI Immigrant Services and as a Trustee with the former City of York Board of Education. Pete has also been a member of IBC's Ingage Network, supporting community outreach since 1994.

