

# Gary Yong

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## WORK EXPERIENCE

### CAPCO

*Technology Consultant*

Sept. 2021 – Present

Toronto, Ontario

- **Engagement 1: Business Systems Analyst @ Tier-1 Global Bank - CCaaS Migration**
  - Conducted a detailed current state analysis of the legacy contact center solution through workshops to identify key operational & customer experience pain points.
  - Led the requirement gathering process for a CCaaS migration program, collaborating with stakeholders to define business needs and technical specifications.
  - Created 10+ future state user journeys to illustrate the desired customer experience and seamless contact interaction management
- **Engagement 2: Business Analyst @ Leading Canadian Bank - Digital Transformation**
  - Performed capability analysis to support the digital transformation of the client's front, middle, back-office systems
  - Led 30+ workshops with SMEs across multiple lines of business to document current-state system architecture in a diagram that highlights available capabilities, system limitations and integration points between critical applications
  - Collaborated with technical and business stakeholders to develop a future-state system architecture diagram
- **Engagement 3: Cutover Team @ Tier-1 Global Bank - Major Bank Merger**
  - Spearheaded end-to-end requirement gathering for cutover runbooks across 13 workstreams, facilitating workshops with senior stakeholders and SMEs to ensure alignment on deliverables and timelines
  - Orchestrated cross-functional team discussions to map out customer-impact scenarios, addressing potential risks and increasing operational readiness of edge cases for a successful migration
  - Conducted three live rehearsals to iteratively strengthen business team readiness and incident response
- **Engagement 4: Business Analyst @ Tier-1 Canadian Commercial Bank - Reconciliation Automation**
  - Analyzed 15 reconciliation processes and proposed automated solutions that would generate 5k+ hrs. of annual time savings
  - Facilitated client workshops to develop comprehensive reconciliation process diagrams that highlighted bottlenecks
  - Compiled business requirement documents for the tech implementation team to develop the proposed automated solutions

### Pepsi Co. Foods Canada

*Project Management Intern*

Jan. 2021 – Apr. 2021

Mississauga, ON

- Coordinated updates and feedback with 10+ stakeholders for 3 cross-functional projects in an agile environment
- Pioneered strategic UI changes for the marketing team, resulting in a monthly sales boost of 30% for the e-commerce store
- Led causal impact analysis for a social media campaign, proposing a new data-driven strategy with a 20% sales lift

### Accenture

*Software Engineering Intern*

Sept. 2019 – Dec. 2019

Toronto, ON

- Developed an application backed by HyperLedger Fabric Blockchain that authenticated luxury apparel through RFID
- Incorporated intuitive UI/UX designs with React Native to maximize usability and user satisfaction of the application
- Architected an authentication framework using AWS Cognito and IAM service to maintain app security

## EDUCATION

### University of Waterloo

*Bachelor of Applied Science in Management Engineering GPA: 3.7/4.0*

2017 – 2022

Waterloo, ON