Gary Yong

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SUMMARY

Technology Consultant with 3+ years of experience implementing complex solutions through large-scale digital transformation programs at fortune 500 Financial Institutions. Comfortable working with clients and delivering in fast-paced environments.

WORK EXPERIENCES

CAPCO   **Sept. 2021 – Present**
Technology Consultant   *Toronto, Ontario*
- **Engagement 1: CCaaS Migration @ Tier-1 Global Bank**   *Role: Business Systems Analyst*
  o Conducted a detailed current state analysis of the legacy contact center solution through workshops to identify key operational & customer experience pain points that drove vendor selection requirements & criteria.
  o Drove the requirement gathering process for a CCaaS migration program, collaborating with client stakeholders to define business needs and technical specifications across 9 workstreams, capturing 500+ requirements.
  o Created 10+ future state user journeys to illustrate the target customer and agent contact interaction experiences.
- **Engagement 2: Digital Transformation @ Leading Canadian Bank**   *Role: Business Systems Analyst*
  o Performed capability analysis to support the digital transformation of the client's front, middle, and back-office systems.
  o Led 30+ workshops with SMEs across multiple lines of business to document current-state system architecture in diagrams that highlighted system limitations and integration points between critical applications.
  o Collaborated with technical and business stakeholders to develop a high-level future-state system architecture diagram.

PEPSI CO. FOODS CANADA   **Jan. 2021 – Apr.2021**
Project Management Intern   *Mississauga, ON*
- Managed 3 data projects involving 10+ senior stakeholders from marketing, consumer insights and media teams.
- Successfully delivered a data-driven e-com store transformation that resulted in 30% MoM sales boost, a campaign proposal that would introduce a 20% annual sales lift, and a data clustering workflow that is 200% faster, all in just 4 months.

ELECTRO SOURCE INC.   **June. 2020 – Aug. 2020**
Product Management Intern   *Toronto, ON*
- Owned the MVP of a remote work collaboration platform for software/hardware hybrid design teams.
- Road mapped the MVP and proposed a delivery timeline to turn the concept into a demonstrable product.
- Interviewed and demoed to 10+ clients to ensure core product features aligned with user needs.
- Led a cross functional team to complete the MVP in four two-week sprints with high quality deliverables.

ACCENTURE   **Sept. 2019 – Dec. 2019**
Software Engineering Intern   *Toronto, ON*
- Developed an application that uses HyperLedger Fabric Blockchain to authenticate luxury apparels through RFID.
- Incorporated intuitive UI/UX designs with React to maximize user experience of the application.

PROJECTS

Ask Gary – Personal AI Career Agent   **Live Demo   Source Code**
- Designed and deployed a RAG-based AI agent that ingests my career/skill data to answer questions in natural language.
- Built an end-to-end pipeline that chunks documents, retrieves relevant context and generates responses via chat prompts.

Lunar – Crypto Portfolio Builder   **Live Demo   Proposal Deck**
- Led a team of five as Project Manager & UI/UX Designer to deploy a web-based crypto portfolio management platform.
- Managed seven stakeholders through three design revisions, seven feedback sessions, and bi-weekly retros.
- Conducted needs analysis via user surveys and interviews, then designed end-to-end product user journeys.

SKILLS

PRODUCT: Product Discovery, Roadmap Planning, Requirements & User Stories, Customer Journey
TOOLS: AWS, JIRA, Confluence, Tableau, Excel, VBA, Visio, Python, JS, SQL, Jupyter, React/React Native, Git

EDUCATION

University of Waterloo   **2017 – 2022**
Bachelor of Applied Science in Management Engineering *GPA: 3.7/4.0*   *Waterloo, ON*