

Gillian Tsoi

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Summary

- ★ Experience managing software projects, demonstrating **strong cross-functional communication, problem-solving, and organizational skills**
- ★ Quick and enthusiastic learner with a background in project management and software development
- ★ Proficient in applying **Agile, Scrum, Kanban, and Waterfall methodologies**

Work Experience

Project Associate @ Summit EHSQ (Intelex Partner) **September 2024 - Present**

- **Organized and presented in stakeholder meetings**, leveraging strong communication skills to foster understanding and engagement
- **Gathered requirements and designed customized applications for clients**, ensuring smooth and timely delivery of optimal solutions functionality

Technology Consulting Intern @ Creospark (Microsoft Partner) **January - December 2023**

- **Standardized EPMO processes**, such as creating a comprehensive 30-page manual with accompanying PowerPoint presentations that improved project consistency and **reduced onboarding time by 40%**
- **Managed requirements gathering and development of 3 internal projects**, enhancing operational efficiency and decreasing task completion times

Project Coordinator @ Northbridge Financial **May - August 2022**

- Revamped the Excel project dashboard and consolidated data for 15+ projects, uncovering insights that **enhanced EPMO's efficiency and cost-effectiveness**
- Supported contractor management to ensure projects were within budget and delivered timely payments

Project Coordinator @ University of Waterloo **June - August 2020**

- Moderated and presented in 3 online webinars with over 50 students to assist in student transitions
- Designed and delivered 2 games, teaching students about supply chain and production efficiency

Projects

Project Manager Voyager App **2024**

- **Managed a team of 5 through the project lifecycle**, handling planning, scheduling, and requirements gathering to ensure successful delivery
- Led stakeholder management by coordinating communication and aligning project goals with timelines

Project Manager Bench Spot App @ Hack Western **2020**

- Guided brainstorming sessions to define the project scope, coordinated tasks to keep the team on track, and created a final video presentation to showcase the project to judges

Skills

- **Project Management:** BPMN, Technical Writing, Presentations, Scheduling, Burndown charts, Invoicing
- **Soft Skills:** Time Management, Organization, Problem-Solving, Quick Learner, Leadership, Verbal and Written Communication with cross-functional teams
- **Applications:** Microsoft Office & Power Platform, Google Suite, Trello, Miro, Figma, Adobe Photoshop & Premiere Pro

Certifications

Certified Associate in Project Management (CAPM) **December 2024**

Project Management Institute (PMI)

Education

University of Waterloo **September 2019 - April 2024**

Bachelor's, Honours Management Engineering with Computing Option

GPA: 3.7