

## SOFTWARE DEVELOPER

SCRUM MASTER | FULL STACK | CONSULTING

### SUMMARY OF QUALIFICATIONS

- Experience as a Scrum Master for an agile team of 10 engineers and analysts, managing and leading all relevant ceremonies (standups, retrospectives, planning and grooming)
- A student of software engineering, with a background in financial management and consulting
- Knowledgeable in end-to-end descriptive data analytics, leveraging PowerBI, Tableau and Galvanize, converting large datasets into meaningful insights
- Trained in JavaScript, HTML, CSS, C#, Node.js, GitHub, Postman, Unix, SQL
- Exposed to Cloud-native application design, DevOps methodology, MongoDB, Postman
- Excellent communication skills, comfortable presenting to both peers and senior management

### KEY SKILLS

Software Engineering  
Data Management

Agile Methodology  
Leadership experience  
IT Project Management

Process Optimization  
Reporting & Presentation

### RELEVANT EXPERIENCE

#### Senior Technical Platform Analyst

May 2019 – Oct 2021

*Manulife Financial, Toronto, Ontario*

Technical Platform Analyst supporting the Solution Reliability Engineering team responsible for managing the reliability of the Manulife Development Platform. Core responsibilities include:

- Served as scrum master for a 10-member squad. Proposed and implemented Kanban as an alternative to Scrum, improving the squad's overall agility and approach to tickets
- Developed visualization tooling to surface 30-40% saving opportunities (> \$100K USD/mo) across the Manulife development platform across variety of performance levers
- Lead Line 1 incident resolution team, ensuring that the reporting and workflows were in place to manage incidents (>1000 incidents / year) and support requests (>3000 support requests)

#### Manager, Expense Management

Nov 2017 – May 2019

*Manulife Financial, Toronto, Ontario*

Finance Manager at Head Office, supporting the office of the CIO to ensure technology decisions were appropriately supported by relevant financial facts and details. Core responsibilities include:

- Created financial models supporting the 5-year Global Technology Strategy, breaking down cost-benefits of each Strategic stream over the course of the strategic plan
- Established ETL (1M+ records / mo) and visualization suite (PowerBI) to streamline monthly reporting processes. Reduced time-to-delivery from 15+ days to 1 day

#### Senior Consultant

Oct 2013 – Oct 2017

*Deloitte, Montreal, Quebec*

Senior Consultant within the Enterprise Risk Services group at Deloitte. Focus on descriptive data analytics and IT Audit. Key relevant experiences include:

- Senior BA for major system implementation for mid-tier financial institution for IFRS compliance Responsible for requirement documents, process development and supporting project planning
- Senior Consultant for major system conversion for mid-tier financial institution as a part of system upgrade. Responsible for re-creating conversion's ETL process and performing all reconciliation checks and reports for conversion of 19Bn portfolio

## EDUCATION

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### Software Engineering Technology Advanced Diploma (Co-op)

Centennial College, Toronto, ON

Jan 2022 – Present

*Expected Graduation Dec 2024*

- Current GPA: 4.46/4.5 (A+)

*Competencies:* C#, Web Interface Design, Unix/Linux OS, Relational Databases

### Masters of Accounting

University Of Waterloo, Waterloo, ON

Jan 2013 – Aug 2013

### Honours Bachelor of Accounting and Financial Management (Co-op)

University Of Waterloo, Waterloo, ON

Sep 2008 – Dec 2012

- Minor in Speech Communication

## ACADEMIC AND PERSONAL PROJECTS

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### BoWell (Mongo, Express, Node)

- Developed a full stack application leveraging Mongo/Express/Node stack to track diet and GI health. Current features include full CRUD operations to manage data intake and basic user authentication. Planned features include visualizations to link GI issues with meals.

Github link: <https://github.com/JasonCMLo/BoWell>

### Software Requirements Specification – VR Training Platform

- Collaborated with 3 other team members to design a SRS planning document for a VR platform concept which would serve as a delivery and content management tool for training and experiential therapy modules.

### Web Development (jQuery)

- Created an interactive web-based game that allows users to catch bugs on a leaf. Functionality extended via random spawn points, a live score tracker and increasing difficulty.