

Siyuan (Caroline) Ge

London, ON • carolinesyge@gmail.com • (825) 431-5018 • [LinkedIn](#)

EDUCATION

UNIVERSITY OF WESTERN ONTARIO & IVEY BUSINESS SCHOOL

BSc in Computer Science & Ivey Honours Business Administration (HBA)

London, ON

Expected Graduation: April 2027

- Scholarship of Distinction - \$2500
- GPA: 3.7

WORK EXPERIENCE

ROYAL BANK OF CANADA (RBC)

Operations Analyst

Toronto, ON

May 2025-August 2025

- **Spearheaded end-to-end design and launch** of a centralized Jira intake process for a **newly restructured business line**, engaging **30+ stakeholders** across strategy, technology, and operations to define requirements, map data flows, and deliver a scalable product.
- Created **Figma mockups** and **workflow diagrams**, and outlined **user requirements** to streamline intake and prioritization, accelerating operational visibility and reducing manual triage time.
- **Presented MVP and pilot process** to senior leadership and project teams, driving alignment and adoption across multiple teams ahead of launch.
- Built and iterated **Tableau dashboards, 10+ Excel pivot models, and SQL analyses** in an **Agile** environment, leveraging bi-weekly stand-ups to quantify credit adjudication automation FTE savings, visualize operational KPIs, and inform budget allocation decisions.
- Authored **comprehensive GenAI governance and policies report** to inform enterprise AI adoption.

PRAIRIE PAYMENTS JOINT VENTURE (PPJV)

Internal Audit Intern

Calgary, AB

May 2024-December 2024

- **Owned the end-to-end execution of operational audits**, conducting audit test procedures, evaluating governance processes and controls, and identifying risks, resulting in **9 audit recommendations** raised, **75%+ of which have been implemented** by management to date.
- Applied **process mapping and systems thinking** to redesign, optimize, and document cross-functional workflows in Visio, improving compliance and process standardization.
- Delivered insights to senior management through structured reports and presentations, and authored formal process documents used to train BAs, **driving adoption of recommended process changes**.
- Delivered **data-backed assurance and advisory services to multiple functions** (Project Management, Strategic Sourcing, Finance, People & Culture, Image Clearing & Settlement, Client Services & Support), demonstrating **agility and problem-solving skills amidst ambiguity**.

LEADERSHIP EXPERIENCE

WESTERN FOUNDERS NETWORK (WFN)

President

London, ON

October 2023-Present

- **Direct and execute the strategic vision** for Western's largest business-tech club, **leading 75+ executives** across operations, marketing, partnerships, and events to deliver **15+ high-impact initiatives** for **400+ members**.
- **Developed and implemented frameworks** for internal liaison systems and monthly full-team meetings to streamline operations, communications, and grow executive team engagement.
- **Manage crises and interpersonal conflicts** across a large executive team, maintaining project continuity and team morale during high-pressure periods.
- **Oversee \$30k+ annual budget**, optimizing resource allocation across events, marketing, and partnerships to maximize member experience and return on sponsorship.

AWARDS AND ACCOLADES

- 1st Place – *PBSN x BCG Connect Conference 2025*, 1st Place – *WFN x TD Pitch the Future 2023* (technology integration), 2nd Place – *PBSN x Oliver Wyman Catalyze Case Competition 2024* (PMI).
- Finalist – *WFN x Balsamiq Product Design Sprint 2024*.

KEY SKILLS AND INTERESTS

HARD SKILLS: Python, Figma, Jira, SQL, Tableau, Confluence, Excel, Agile, Notion, Visio, Java, Linux, HTML, R, Microsoft 365.

INTERESTS: Tech Trends, Public Speaking, Psychology, Women in STEM/Business, UI/UX, Art, Data Analytics, Guitar, Film.