

## WORK EXPERIENCE

**Royal Bank of Canada**  
Product Manager

Whitby, ON, Canada  
06/2023 – Present

- Facilitated collaboration between clients and internal products team, leveraging technical background, Agile methodologies, and Azure DevOps to ensure the successful delivery of solutions to Ontario Power Generation and Bruce Power.
- Strengthened client relationship by conducting user interviews with multiple stakeholders, identifying current workflow, pain points, and proposing optimized solutions, with the end goal to enhance overall user experience.
- Transformed client's requirement and discovery work findings into high-fidelity digital wireframes that align with company's design brand guide as well as implementing cutting edge design practices using Figma.

**Nuclear Promise X**  
Power Platform Developer

Whitby, ON, Canada  
03/2023 – 06/2023

- Initiated and led the development for Azure DevOps release pipelines for seamless transfer of custom solutions across various environments cutting development release cycle timelines by 40%.
- Efficiently familiarized with the company's development stack, architecture tools, and design principles, achieving a subject matter expertise role in a short timeframe.

**Ontario Power Generation**  
Template Specialist

Pickering, ON, Canada  
04/2022 – 03/2023

- Led the development of a province-wide IT health status app, enhancing company operations through real-time system status updates and proactive maintenance using Microsoft Power Apps and Power Automate.
- Modernized workflow by digitizing paper forms into responsive web apps with Figma, Microsoft Power Apps, Power Automate, and SharePoint List.
- Standardized document templates for the entire company, ensuring consistent branding and streamlined document creation using Figma, Microsoft Office, and Visual Basic for Applications.

**Royal Bank of Canada**  
Data Analyst, Global Procurement

Toronto, ON, Canada  
03/2022 – 04/2022

- Influenced decision making on how to invest in socially responsible vendors by modelling and visualizing diverse spend datasets leveraging Excel and Tableau.
- Enhanced data accuracy and cleanliness by implementing a new migration tool that involves process mapping and elimination of errors to ensure the department can utilize for future projects.
- Revamped department identity by designing various team logos that align with RBC's styling brand using Figma.

**Royal Bank of Canada**  
Data Analyst, Global Procurement - Career Launch Program

Toronto, ON, Canada  
11/2021 – 03/2022

- Reshaped text-based datasets into user friendly dashboard leveraging bar charts, line graphs and trend lines from Tableau and Excel.
- Optimized team workflow by consolidating and integrating major team milestones into centralized user experience using PlanView ProjectPlace.
- Enhanced UI and UX of the departments connect site from end to end through wire framing, testing and integration leveraging with Figma.

**Royal Bank of Canada**  
Web Expansion Coordinator - Career Launch Program

Toronto, ON, Canada  
09/2021 – 12/2021

- Designed and developed campaign advertisement for United Way's marketing initiatives using Figma.
- Lead campaign analytics providing insights to project leads by visualizing project expenses and donation reports using Tableau and Excel.

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## WORK EXPERIENCE CONTINUED

### Royal Bank of Canada

Credit Card Dispute Advisor - Career Launch Program

Toronto, ON, Canada

03/2021 – 9/2021

- Assisted clients with recovering credit card dispute amounts by researching and building cases that were reviewed by credit card companies.
- Validated data from internal and third-party systems that ensured appropriate course of action was pursued.

### Ferraz Creative

Junior Web Developer

Toronto, ON, Canada

09/2020 – 06/2021

- Built production websites by collaborating with senior developers and designers on aspects of the site using the tech stack of PHP for WordPress, HTML, CSS, JavaScript and Figma.
- Maintained website quality assurance by implementing responsive testing to ensure the backend data and front-end interfaces reflect properly on all platforms.

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## EDUCATION & CERTIFICATIONS

**Ontario Tech University** | Bachelor of Science, Computer Science (Honours)

2016-2020

**Scrum Alliance** | Certified ScrumMaster (ID #1799325)

2023-2025

**Stanford University** | Certificate, Relational Databases and SQL

2023

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## VOLUNTEER & COMMUNITY INITIATIVES

**McMaster University** | Design Judge – UI/UX Design-a-thon

2023

**Gran Fondo Lake Huron** | Cyclist

2023

**RBC** | Graphic Designer – Career Launch Program

2021-2022

**RBC** | Runner – Race for the Kids

2021

**Durham College** | Student Representative – GASZ Program

2015-2017