

## SUMMARY

Certified project management professional with over 10 years of experience in successfully delivering large-scale technology solutions across telecom, IT, and business operations sectors. Proven expertise in Agile, Lean Six Sigma, and project delivery methodologies. Skilled at managing integrations, migrations, and enterprise-wide initiatives, with a strong focus on financial control and resource optimization. Known for building high-performing teams, driving continuous improvements, and fostering collaboration across departments to achieve strategic business goals. Enthusiastic, proactive, and committed to lifelong learning.

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## Technical Proficiencies

- **Project Tools:** JIRA, SAP, Microsoft Excel, Microsoft Project Server, Team Foundation Server, SharePoint, Planview SaaS
- **Languages:** DAX, SQL, PHP, HTML, CSS, VBA (Macros)
- **Methodologies:** Agile, Waterfall, Hybrid SDLC, Lean Six Sigma
- **CRM & Reporting:** Salesforce, Microsoft Dynamic CRM, IBM Cognos, SQL Reporting Services

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## Professional Experience

### Royal Bank of Canada, Toronto, Ontario, May 2022 - Present

Senior Product Owner, Employee Relations Initiatives & Reporting, HR

Accountable for overseeing all aspects of Employee Relations & Health and Safety reporting in ServiceNow, SAP, Workday, and other 3rd party systems. Support existing processes and deliver future enhancements and functionalities. Responsible for identifying gaps and prioritizing initiatives.

- Drive the Core HR Conduct and Culture Quarterly Board Reporting evolutions to identify, configure/build, and execute future programs for adoption.
- Lead Employee Relations and Health & Safety ServiceNow systems and process upgrade.
- Led multiple initiatives including HSBC data transition for Employee Relations, COVID attestation and reporting.

### Royal Bank of Canada, Toronto, Ontario, January 2017 – April 2022

Senior Manager, Iterative Waterfall Framework/SDLC Framework Owner, T&O PMO

- Increased Created and implemented a hybrid Agile/Waterfall framework, resulting in optimized project execution for a \$100M portfolio.
- Developed cross-functional project management standards and automated project documentation processes.
- Successfully trained 400+ PMs on agile methodologies.

### Key Achievements:

- Achieved \$2M in cost savings by automating processes.
- Transitioned 30% of projects to Agile, increasing project delivery speed and quality.

## **Chartered Professional Accountants of Ontario, Toronto, Ontario, March 2016 - December 2016**

### **Project Manager, PMO**

Established project demand intake process, creating policies and procedures, and disseminating information to stakeholders within all business units. Developed request for proposal (RFP) for enterprise-based project and portfolio management (EPPM) tool to facilitate resource and financial planning, reporting, and team collaboration.

- Managed end-to-end accelerated migration project (\$400k) hosted by CPA Alberta to Cloud environment for Microsoft Dynamic CRM server containing 200k+ private data.
- Delivered executive dashboard for master data management with Microsoft Dynamics and PowerBI, defining measures to perform data and source validation, documenting gaps, and implementing pilot.
- Spearheaded payment-card industry (PCI) compliance project that would have incurred fines ranging from \$5k to \$100k monthly.

## **Affinity eSolutions Inc., Markham, Ontario, January 2011 - February 2016**

### **Project Manager/Scrum Master**

Set up Portfolio Management Office (PMO) and created governing process, metrics, and tools for delivery team and status reporting using standard Microsoft enterprise solution. Managed web application and infrastructure solutions, eliciting requirements and client specifications and resolving impediments throughout project life cycle.

- Managed end-to-end web, mobile app, and API creation through mature software delivery lifecycle process.
- Created custom CRM with SharePoint to forecast project budgets and costs, clarifying resource requirements and opportunity cost to senior management.
- Planned and designed custom .Net content management system (CMS) for multiple military programs, generating feature solutions for \$3m project.
- Won multi-year contract with US Department of Defense Yellow Ribbon Reintegration Program for projects ranging from \$5m to \$10m.

## **Patheon Inc., Mississauga, Ontario, October 2007 - December 2010**

### **Project Analyst, Enterprise PMO**

Spearheaded development of global cross department quotation system, establishing PMO and creating governance processes, metrics, and tools. Managed web application and infrastructure solutions, eliciting requirements and client specifications and resolving impediments throughout project life cycle.

- Successfully led global roll-out of \$80k Enterprise Microsoft Project Server 2007.
- Led business process improvements, implementing Business Intelligence (BI) reporting, including Salesforce, corporate KPIs, and Crystal Reports.
- Collaborated with Deloitte stakeholders to implement SAP and Salesforce based on value stream initiatives, reducing process waste, and saving 80% to 90% in three years.

## **Education**

### **Certificate in Business Analysis, 2016**

University of Toronto, Toronto, Ontario

### **Business Information Systems (Honours), 2007**

Georgian College, Barrie, Ontario

### **Bachelor of Arts (Honours), Finance, 2004**

University of Hertfordshire, Hertfordshire, UK

## **Credentials**

**Project Management Professional**, Project Management Institute

**Certified Product Owner (CSPO)**, Scrum Alliance

**Certified Scrum Master (CSM)**, Scrum Alliance

**Certified Safe Lean Portfolio Management (LPM)**, Scaled Agile