

# CHRISTOPHER RAGOBEER, CISSP

---

99 Murray Glen Drive  
Scarborough, Ontario, Canada M1R 3K1  
Github: <https://github.com/ragobech>

Tel: 416-320-8691  
Email: [chris.ragobeer@gmail.com](mailto:chris.ragobeer@gmail.com)  
LinkedIn: <https://www.linkedin.com/in/chrisragobeer>

## **KEY ACCOMPLISHMENTS**

- As CTO, led the development and scaling of Bitbuy, a low latency, high-frequency financial trading platform, which resulted in the launch of 3 new business lines and a successful acquisition.
- Successfully scaled engineering teams to 30+ employees across multiple B2C and B2B companies
- Played a key role in 22 operational and board meetings, directly influencing the company's strategic direction, which led to a >25% growth in revenue over two years, while allowing the company to position itself upmarket to enterprise grade customers.
- Created a business case to transform a legacy platform into modern technologies, reducing maintenance costs by 30% and securing approval from the executive team and board for further strategic investments.
- Led company-wide quarterly performance calibration reviews, resulting in a 90% engagement rate among team members and recognition of top performers, boosting overall morale and performance.
- Demonstrated crisis management skills by developing crucial API integrations that averted potential business collapse, ensuring zero downtime and maintaining a 100% customer retention rate during critical periods.
- Mentored Directors, Managers, and Individual Contributors through regular 1:1s, fostering leadership development, technical growth, and career progression.
- Responsible for building and leading the organizational Cybersecurity and Risk Management Program while managing the Information Security Management System(ISMS)

## **PROFESSIONAL EXPERIENCE**

**Northern Labs Inc.**

**Sept 2021 – August 2024**

### ***Vice President of Engineering***

- Spearheaded the growth of the engineering team from ground zero to 30+ highly skilled professionals, fostering a culture of collaboration and innovation
- Responsible for creating, defining and nurturing company culture and values from the start of the company.
- Reports to and works with the CEO on all organizational based strategic initiatives such as hiring, strategy, performance management, operational goals and annual/quarterly OKRs.
- Responsible for building the onboarding process to successfully onboard and train employees in the first 3 months of hire date.
- Responsible for build organization wide quarterly OKR framework for individuals, teams and departments to follow
- Responsible for leading company wide quarterly performance calibration meeting with management
- Developed Engineering role definition and Career Ladder Program for both Technical and Management Career tracks
- Designed and architected solutions for specific projects

- 
- Mentors engineering Directors, Managers and ICs through 1:1s
  - Worked with external security teams to conduct Pen tests and audits of the Technology Platform
  - Preparing project briefs and summaries to obtain Tax Credits for Research and Development work(SRED)
  - Responsible for spinning up new ventures as part of the Venture Lab (personally led implementation and delivery of 2 products)
  - Participated in regular co-op recruitment from leading Canadian Universities to help fill short-term and long-term staffing plans
  - Helped prototype and implement a Privacy Preserving Decentralized Exchange using Zero Knowledge Proofs (ZKP)

**Risk Control Technologies Inc.**

**November 2019 – March 2023**

***Vice President of Technology***

- Participated in Monthly and Quarterly Operations Meetings and Board Meetings with Executive Management and Board of Directors to drive operational effectiveness and Growth Metrics for Organization
- Led the Technology, Product, Security and IT Groups at the company
- Worked with Executive Management team on driving annual growth of >10% YoY
- Reported to and worked with the CEO on all organizational based strategic initiatives such as hiring, strategy, performance management, operational goals and annual/quarterly OKRs.
- Developed Business case to transform legacy platform to modern technology and UI/UX using latest technologies.
- Responsible for hiring process for all technical individuals at the organization
- Built the 1 year Technology Architecture Roadmap for the company
- Responsible for remediating and resolving highly critical and impacting infrastructure impacting customers
- Worked with Customer Executive and Technology teams to build value streams
- Responsible for completing SOC2 Type II Audits on an annual basis for the organization
- Developed OKRs for the Technology, IT, and Security teams. Approved by the Board of Directors.
- Responsible for building the organizational Cybersecurity Framework with operational controls
- Mentored engineering Managers and ICs through 1:1s
- Expertise in Information Security Management Systems (ISMS), with hands-on experience in achieving and maintaining SOC 2 certifications.
- Led company through API as a Platform Product Strategy to have customers benefit from our capabilities
- Work closely with IT, DevOps, and development teams to embed security into the software development lifecycle, ensuring secure deployment and management.

**FIRST LEDGER CORP.(Bitbuy.ca - acquired by WonderFi)**

**Jan 2018 – October 2019**

***Chief Technology Officer***

- Architected and Developed a Centralized Exchange System: Built from scratch, ensuring high performance and scalability.
- Led a High-Performing Development Team: Managed a team of 10 developers to build a low-latency trading engine using Java and C++.
- Drove Compliance Initiatives: Spearheaded KYC, AML, and KYW processes to meet regulatory

---

requirements and secure the platform.

- Led 2 successful Merger and Acquisition(M&A) Technology Integrations
- Strategic Management: Played a key role in the management team, contributing to business strategy, budgeting, and operational planning.
- Supported Microservices Architecture: Implemented and maintained a microservices architecture using Java, JHipster, Hibernate, and SpringBoot frameworks.
- Achieved Significant Revenue Growth: Contributed to a 100% increase in business revenue over one year by introducing innovative revenue-generating features.
- Talent Acquisition and Development: Led hiring, interviewing, and coaching efforts, building a successful, high-performing technical team.
- Optimized System Performance: Ensured low-latency and high-availability across trading platforms through optimized code and infrastructure.
- Implemented Continuous Integration and Delivery: Established CI/CD pipelines to streamline development and deployment processes, enhancing productivity.

#### **COSSETTE HEALTH INC.(now Gene Global)**

**Sept 2016 – Jan 2018**

##### ***Director of Mobile and IoT***

- Consulted and advised startups, SMB and established companies on digital ventures.
- Developed code for new startups in NodeJs using micro-services, and iOS
- Deployed software using Cloud Native architectures

#### **TELUS Communications Inc.**

**February 2011 – March 2016**

##### **IT Project Manager II**

- Led the Design and Implementation of Point-of-Sale Systems: Oversaw the rollout of new point-of-sale (POS) systems across multiple retail locations, ensuring seamless integration with existing infrastructure.
- Managed Technology Upgrades: Coordinated regular software and hardware upgrades for store-based systems to improve performance, security, and customer experience.
- Developed Customer Self-Service Solutions: Implemented self-service kiosks and mobile apps to enhance customer service efficiency and reduce wait times in stores.
- Led the Deployment of Contactless Payment Systems: Introduced and managed the deployment of NFC-based contactless payment options to improve transaction speed and customer convenience.
- Improved Inventory Management: Implemented real-time inventory management solutions, reducing stockouts and improving product availability for customers.
- Data Analytics and Reporting: Developed dashboards and reporting tools to monitor store performance metrics, sales data, and customer feedback, providing actionable insights for management.
- Cybersecurity Implementation: Established cybersecurity protocols to protect customer data and store systems from breaches and cyber threats.
- Attended Market Leadership Team(MLT) meetings for Executive level buy-in and budget approvals

#### **TELUS Communications Inc.**

**August 2007 - October 2011**

##### **Corporate Stores Business Systems Analyst(BSA)**

- Led the Design and Implementation of Point-of-Sale Systems: Oversaw the rollout of new point-of-sale (POS) systems across multiple retail locations, ensuring seamless integration with

---

existing infrastructure.

- Managed Technology Upgrades: Coordinated regular software and hardware upgrades for store-based systems to improve performance, security, and customer experience.
- Developed Customer Self-Service Solutions: Implemented self-service kiosks and mobile apps to enhance customer service efficiency and reduce wait times in stores.
- Led the Deployment of Contactless Payment Systems: Introduced and managed the deployment of NFC-based contactless payment options to improve transaction speed and customer convenience.
- Improved Inventory Management: Implemented real-time inventory management solutions, reducing stockouts and improving product availability for customers.

**TELUS Communications Inc.**

**June 2006 - August 2007**

**Business Transformation Leadership Development Program(BTLDP)**

- Participated in a New Grad Leadership program working with various business and technology units to drive business transformation using technology solutions(Corporate Retail Stores, Enterprise Architecture, Billing)
- Gained Exposure to Business Strategy by attending leadership meetings and strategy sessions to understand how technology decisions align with overall business goals and objectives
- Shadowed Senior Engineers and Managers by spending time observing and learning from experienced professionals to understand daily operations and project management.

**EDUCATION**

**UNIVERSITY OF TORONTO**

Bachelors of Science(B.S.c)

**September 2002 – May 2006**

Honours, Computer Science and Economics

ISC2, CISSP

**April 2021 - Present**