

Technology Consultant at Capco with experience across six financial-services engagements spanning contact-centre migration, bank-wide transformation, merger cutover, reconciliation automation, middle-office digitization and wealth-platform delivery. Management Engineering graduate who also designs, builds and tests independent software products.

PROFESSIONAL EXPERIENCE

Capco

Technology Consultant

Toronto, ON
Sept 2021 – Present

Cloud contact-centre migration Business Systems Analyst	• Led requirements work across nine workstreams, gathering 500+ business and technical requirements through stakeholder workshops and current-state analysis. • Created 10+ future-state customer and agent journeys to align business needs, operational pain points and target contact flows.
Bank-wide digital transformation Business Systems Analyst	• Led 30+ workshops with subject-matter experts across front-, middle- and back-office teams to document systems, capabilities, limitations and integration points. • Worked with business and technical stakeholders to consolidate findings into current- and future-state architecture views for the transformation program.
Bank-merger cutover Cutover Team	• Gathered cutover runbook requirements across 13 workstreams, aligning business owners on deliverables, timing, dependencies and readiness. • Mapped customer-impact scenarios and risks, then supported three live rehearsals to strengthen incident response before cutover weekend.
Reconciliation automation Business Analyst	• Analyzed 15 manual reconciliation processes and facilitated workshops to map controls, bottlenecks and technology requirements. • Proposed automation changes estimated to save 5,000+ hours annually and compiled implementation requirements for the delivery team.
Middle-office digitization Business Systems Analyst	• Reviewed 3,000+ defect records and supported process-improvement work across five teams to improve reporting and ownership. • Built JIRA dashboards and client-facing release reporting to track defect trends, ageing, risk and resolution progress.
Wealth-platform transformation End-to-End Process Analyst	• Mapped future-state business processes in Visio to explain platform capabilities, dependencies and requirement gaps. • Led client-vendor working sessions and refined 10+ customer and account-maintenance flows through iterative reviews.

PROFESSIONAL EXPERIENCE — CONTINUED

PepsiCo Foods Canada Project Management Intern	Toronto, ON · Jan – Apr 2021
- Coordinated updates and decisions across 10+ stakeholders and three cross-functional projects in an Agile environment. - Proposed e-commerce UI changes associated with a 30% month-over-month sales increase and delivered a clustering workflow that ran 200% faster.	
Electro Source Product Management Intern	Toronto, ON · Jun – Aug 2020
- Defined the MVP roadmap and feature priorities for a remote collaboration platform serving software-hardware design teams. - Interviewed and demoed to 10+ clients, then coordinated a remote team through four two-week sprints.	
Accenture Software Engineering Intern	Toronto, ON · Sept – Dec 2019
Contributed React interface work to a Hyperledger Fabric application for authenticating luxury products.	
Loblaw Companies Limited Supply Chain Logistics Analyst	Brampton, ON · Jan – Apr 2019
- Used time studies and expense analysis to identify a recurring loss in pallet-tracking operations and define system requirements. - Built and tested an IoT/Bluetooth Low Energy prototype, then presented it to logistics leadership for further integration.	
PureLiving China Automation Specialist	Shanghai, China · May – Aug 2018
Built an Excel VBA tool that reduced a recurring transaction-processing task from roughly four hours to about fifteen minutes.	

SELECTED INDEPENDENT WORK

Cue PRIVATE TESTFLIGHT Built a voice meeting assistant from recording through private-S3 upload, transcription and debrief. Fixed a 43.7 MB HTTP 413 failure with ffmpeg chunking; a 54:53 recording then processed in about 34 seconds.	Flowt TESTFLIGHT / CLOSED TESTING Built a shared-expense app and backend with receipt scanning, settlement logic and a read-only assistant. Replaced a retired vision model and verified the production fix using a real two-item receipt.
Ask Gary LIVE Built and deployed a FastAPI retrieval assistant over resume, experience and project material; integrated the live service into the portfolio.	BESTIEEZ growth artefacts FOUNDER REVIEW Created a customer-story prototype, public-data market dashboard, weekly founder brief and two campaign concept packages to support business-growth discussions.

EDUCATION

University of Waterloo
BASc, Management Engineering · 2017–2022
GPA: 3.7 / 4.0

SKILLS & TOOLS

Delivery: Requirements, workshops, process mapping, cutover, JIRA, Confluence, Visio
Build: Python, JavaScript/TypeScript, React Native, Node.js, FastAPI, SQL, AWS, Git