

Summary of Qualifications

- Detail-oriented, techno-functional specialist, harnessing a deep-rooted interest in product management to bridge the divide between business strategy and product innovation. Experienced in analyzing market trends, user needs, and business goals to craft tailored technology solutions that deliver value, enhance user experience, and stimulate transformative growth.
- Dynamic IT consulting leader adept at managing complex technology projects and transformations across diverse sectors, from public to aviation, healthcare, financial services, and automotive. Combining deep business acumen with technological expertise to design, develop and implement solutions that drive business growth and operational efficiency.
- PMP and Prosci certified professional with an established record of delivering projects within scope, time, and budget. Exhibits an exceptional knack for translating intricate project requirements into executable strategies and using data-driven insights to drive decision-making and project outcomes.
- More than a decade of leadership experience in orchestrating cross-functional teams, developing robust processes and delivering large-scale technology products. Skilled at facilitating seamless communication between business and IT teams, navigating organizational complexity, and fostering collaborative environments.
- Proven revenue-generator having successfully supported the business development of a new office, exceeding revenue targets by generating over \$10 million within 3 years. Demonstrates a strategic and tactical mindset in business expansion and revenue growth, leveraging a robust mix of product strategy and market insight.
- Entrepreneurial leader with a deep understanding of smart home technologies, skilled in pioneering an independent venture focused on comprehensive home automation solutions for a broad client base.

Education & Certifications

Toronto Metropolitan University Ted Rogers School of Management Bachelor of Commerce (B.Com.) in Business Technology Management (BTM), Minor in Marketing	Toronto, ON Apr 2017
Project Management Institute (PMI) Project Management Professional (PMP) Certification	Toronto, ON Feb 2019
Prosci Prosci Certified Change Management Practitioner	New York, NY Aug 2021
Coupa Core Platform Certification: Source-to-Contract (S2C) & Procure-to-Pay (P2P)	San Francisco, CA Sep 2019
Ivalua Platform Certification: Source-to-Contract (S2C) & Procure-to-Pay (P2P) Integrations Certification: ETLs, EAI & APIs Program Delivery Management	San Francisco, CA Nov 2017 Jan 2018 Feb 2023
Cloudera Modern Big Data Analysis & SQL Specialization	<i>Remote</i> Dec 2019
Harvard University CS50: Introduction to Computer Science & Programming (C, Python, SQL, JavaScript, CSS, HTML)	<i>Remote</i> Dec 2020
DeepLearning.AI AI for Everyone	<i>Remote</i> Dec 2022
Duke University AI Product Management Specialization	<i>Remote</i> May 2023

Professional Experience

Optis Consulting Manager	New York, NY Jul 2020 – Present
<ul style="list-style-type: none"> • Spearheaded the establishment of Optis Consulting's New York office, successfully driving business development and revenue generation, surpassing \$10 million within 3 years of opening US operations. • Managed a \$5.5 million multi-phase transformation, implementing Ivalua's full Source-to-Pay suite for an enterprise construction client with 30 business units across 22 ERPs, including Oracle EBS, PeopleSoft, JDE, Infor Visual, SAGE, Microsoft Dynamics, Frontier, InfoFlo, and proprietary / home-grown ERP systems, leveraging Dell Boomi as the middleware. • Managed a \$1.7 million transformation, successfully deploying Ivalua's manufacturing suite for a major automotive client, including niche solutions such as Assets & Tooling, Quality Management, and BOM Lifecycle Management, while designing and implementing integrations with systems like Oracle PeopleSoft ERP, Maximo EAM, Teamcenter PLM, TADA, xMatters, Vertex, AdobeSign, and Microsoft Azure. • As a Project Director, I led the comprehensive split of an Ivalua environment into two distinct instances for an enterprise automotive client undergoing a company divestiture. This included successfully deploying integrations, validating master and transactional data alignment, and developing regression test scripts to prepare both entities for future system upgrades. • Utilized deep project experience to establish a unique system split specialization at Optis, supporting client needs during divestitures and M&As, contributing to a substantial revenue boost of over \$2 million within two years and consistently outperforming competitors. • Across numerous projects, successfully managed change and supplier enablement by creating and executing detailed strategies and plans, including change management, training, communication, and governance, strengthening project success through improved organizational resilience and high user adoption. • Drawing on extensive project leadership experience at Optis and established a Project Management Office (PMO), strategically employing tools like Celoxis and Jira to enhance project workflows, foster cross-functional collaboration, and improve overall efficiency in project delivery. • Championed the development of an industry-first, customized Ivalua solution integrated with OpenAI's ChatGPT tool for supplier data enrichment, supplier risk management, streamlining supplier assessment processes, enhancing data accuracy, and mitigating potential supply chain risks. • Transitioned smoothly into a Business Development role, leveraging my experience and strategic insight to generate over \$3 million in revenue in the first year alone, significantly bolstering the company's financial growth and market position. 	

Analyst, Senior Analyst, Consultant, Senior Consultant

Progressed at Optis Consulting through roles of increasing responsibility.

Toronto, ON
Jul 2017 – Jun 2020

- Jumped immediately into a fast-paced project for a mid-market healthcare client with an annual revenue exceeding \$1 billion. I implemented the Ivalua system, replacing the incumbent SAP Ariba solution, within just 8 weeks, significantly reducing the typical timeline of up to 24 weeks for a similar scope. I later led Phase 2 of the implementation, which consisted of building Ivalua integrations with Microsoft Great Plains (GP) ERP.
- As a Project Manager, steered Phase 1 of a full source-to-settle transformation for a major Canadian bank, crafting a strategic plan and guiding software selection, leading to the adoption and implementation of Coupa.
- Directed a \$1.6 million transformation for an international airline logistics company, successfully integrating systems across US, Swiss, and UK operations with integrations to Lawson ERP, SureTax, and Maximo EAM.
- Orchestrated comprehensive change management strategies that fostered successful project outcomes and user adoption as high as ~95%.
- Spearheaded a \$700k Ivalua transformation for a mid-market healthcare client, delivering custom Ivalua-NetSuite ERP integrations and earning the highest client satisfaction scores in Optis' history.
- Fostered a new revenue stream at Optis by developing a client sustainment practice, contributing nearly \$1 million in revenue to the company within three years.
- Led a \$1.2 million project for an enterprise medical manufacturing client, successfully implementing a tailored quality management process (APQP / PPAP / PPQP) and integrating Ivalua with SAP S/4HANA.

Critical Mass

Project Coordinator (Internship)

Toronto, ON
May 2016 – Aug 2016

- Facilitated multiple Fortune 100 and 500 clients in coordinating, launching, and managing impactful product marketing campaigns and promotions, driving brand awareness and engagement.
- Oversaw the delivery and updates of web content for a prominent Japanese automaker across American, Canadian, and Australian sites, utilizing Microsoft Project, Tenrox, and Jira for efficient project management.
- Led the design and development of a customer-centric mobile application (iOS & Android) for a large retail client, aimed at enhancing product & brand awareness, customer value, and shopper loyalty.

Toronto Metropolitan University | Ted Rogers School of Management

Undergraduate Teaching Assistant (TA)

Toronto, ON
Sep 2015 – Jan 2016

- Conducted engaging classes for first-year Business Technology Management students, facilitating comprehensive discussions on a broad spectrum of course-related topics and program-specific content.
- Executed diverse teaching and assessment activities aimed at enhancing understanding and learning techniques associated with the course material.

Ontario Public Service | Treasury Board Secretariat

Procurement and Project Management (Internship)

Toronto, ON
May 2015 - Aug 2015

- Collaborated with the Infrastructure Technology Services (ITS) office to provide and deliver robust infrastructure for government Information Technology services, catering to approximately 70,000 OPS end-users.
- Served as an Advisor on \$100k - \$250k procurement contracts, ensuring support for external parties and adherence to all ITS procurement directives.
- Produced detailed weekly executive summary reports to assist the Project Management team in a substantial \$900 million transformation project.

Intercept Group

Field Marketing Manager

Toronto, ON
Feb 2013 - Apr 2015

- Orchestrated successful execution of product marketing programs that fortified brand equity, stimulated store traffic and product sales, enhanced customer service experience, and aligned with company objectives.
- Identified, developed, and evaluated impactful marketing strategies, leveraging knowledge of company objectives and current market trends to drive growth.
- Supervised and managed dynamic product marketing teams comprising up to 20 brand ambassadors during promotional campaigns, fostering team collaboration and efficiency.

Other Relevant Experience

- Developing an independent venture specializing in comprehensive Home Automation solutions for residential and commercial clients, seamlessly integrating smart home technology into pre-construction developments, renovations, and property enhancements to elevate living and working experiences.
- Mastered the use of CAD applications such as Sketchup and AutoCAD to generate intricate 2D and 3D home and floorplan models, strategically blending smart home technologies and 'techteriors' for comprehensive planning and visualization with clients.
- Developed extensive expertise in advancing HomeKit functionalities by leveraging open-source platforms like Homebridge and HomeAssistant, working with home automation protocols including Matter, Zigbee, Z-Wave, and Thread.
- Developed extensive expertise in effectively leveraging automation and middleware tools such as Zapier, IFTTT, Make, and Integreatly, to automate and integrate diverse systems, processes, and applications.

Volunteer & Extra Curricular

Ted Rogers Students' Society (TRSS)

Director of the Business Technology Management School

Toronto, ON
2015 - 2016

Elected to serve the BTM faculty under the Ted Rogers Students' Society which operates with a \$1.4 million budget and represents over 10,000 full-time commerce students at the Ted Rogers School of Management.

Toronto Metropolitan Consulting Association (TMCA)

Executive Vice President

Toronto, ON
2014 - 2017

Led the Toronto Metropolitan Consulting Association (TMCA) which plays a pivotal role at the University in preparing high-achieving undergraduate students for a career in Consulting.