

SUMMARY

Over 20 years of extensive experience in product management and business systems analysis in Online and Mobile Banking, Investing, Mobile Payments and Rewards & Loyalty applications.

Driving innovative ideas and developments to the various portfolios to shape their strategy and ensure that foundational capabilities are invested in to develop and maintain a leadership position.

Represent the Product Owners and Sponsors to the delivery teams, ensuring that the business requirements being provided accurately reflect the strategy, and provide pointed business guidance through the peer review process.

Translating customer "needs" and "wants" into requirements, driving requirements through to delivery through collaboration with design and technology partners

Strong documentation skills with experience in product specifications, capturing user journeys, user stories, use cases, solving design problems and defining business rules.

Worked in agile and iterative, as well as, traditional waterfall program/project methodologies.

Developed, implemented and documented new requirement methodologies for projects that require a different approach to the traditional style of documentation.

People management skills; identifying, recruiting, retaining talent by mentoring and coaching staff.

HIGHLIGHTS

- Analytical & Critical Thinking Skills
- Attention to Detail
- Define Requirements
- Excellent Interpersonal Communication Skills
- Quality Leadership
- Research-Oriented
- Product Design
- Product Development
- Product Feature Definition
- Product Implementation
- Product Improvements
- Product Launch
- Product Management
- Responding to Changing Demands
- Tech-Savvy
- Tracking Progress
- Translating Feedback into Product Modification
- Understanding Customer Segmentation

PROFESSIONAL EXPERIENCE



Royal Bank of Canada, Toronto

SEPTEMBER 2001 - PRESENT

Senior Manager, Portfolio Manager – Business Financial Services

AUGUST 2018 - PRESENT | See <https://www.rbcroyalbank.com/business>

- Responsible for project intake (Triage, Prioritization, Execution and Measurement) for new requests within the Business Financial Services portfolio in collaboration with other stakeholders within the bank
- Build portfolio overview and provide senior management the oversight of delivery status, financial tracking and issue/risk management
- Leverage the existing prioritization framework to manage projects within the portfolio aligned to the enterprise and business line goals
- Coordinate and negotiate priorities between the business units taking into account changing functional needs, resource capacity constraints, risk exposure, and interdependencies that may exist across the enterprise

Senior Manager, Digital Product Manager - Rewards & Loyalty Program

MARCH 2017 - AUGUST 2018 | See <https://www.rbc Rewards.com>

- Consult with business partners to understand current and future business needs requiring multi-platform solutions.
- Ensuring consistency of strategy and commitments across all cross-functional teams in this large, complex program.
- Research and identify industry best practices and trends to increase effectiveness. Acquiring, maintaining and applying a maturing knowledge of the business, its products and processes.
- Define project scope, goals and overall business requirements for the Rewards & Loyalty strategy.

Senior Manager, Digital Product Manager - MyAdvisor, Royal Mutual Funds

MARCH 2016 - MARCH 2017 | See <https://www.rbcroyalbank.com/investing/myadvisor.html>

- MyAdvisor platform was developed in RBC's Innovation Lab in Toronto and with BCG Digital Ventures in Manhattan Beach & Mountain View, California.
- Requirements lead for an incubation hub to explore and develop viable business models in collaboration with cross functional teams, digital, technology and third-party vendors.
- Responsible for the product management of the digital assets being leveraged by MyAdvisor and for ensuring these assets are scaled across the organization to achieve broader digital strategies.
- Developed detailed requirements, feature definitions and implementation plans.
- Collaborated with team to manage product roadmap, prioritize product backlog and manage releases.

Business Solutions Manager - Solution Acceleration & Innovation

JULY 2014 - MARCH 2016 | See <http://www.rbcroyalbank.com/mobile/>

- Managed team of Business Systems Analysts (BSA) and provided them with guidance and mentoring as required to become independent and drive their respective projects confidently.
- Developed product plans for new iOS & Android initiatives, engaging functional partners and third party vendors to provide overview of mobile pilot projects and overseeing viable projects to commercialization, such as, the RBC Wallet & RBC eGift.
- Lead two requirement teams for the RBC Mobile Banking iOS and Android Redesign projects.

Business Systems Analyst Specialist - Commercial Technology & Operations

JULY 2013 - JULY 2014 | See <http://www.rbcroyalbank.com/commercial/rbcexpressmobile/>

- Partner with IT and the Business Unit to research, analyze, assess, and document business and systems needs in order to resolve business challenges by recommending business solutions that meet stakeholder needs for a commercial mobile application.
- Provided BSA oversight and consistency across all development projects within the Mobile program. Helped to build the capacity and capability of the Mobile BSA team by assisting with identifying, recruiting, and retaining talent, and by mentoring and coaching BSA staff.

Business Systems Analyst Specialist - Retail Technology & Operations

SEPTEMBER 2005 - JULY 2013 | See <http://www.rbcroyalbank.com/online/>

- Led BSA on Online Banking Redesign - Lead team of BSA's to completely redesign the Online Banking program and successfully delivered the new OLB Portal platform.
- With the introduction of Mobile Banking, lead team of BSA's to document the detailed requirements and support the iPhone, BlackBerry and Android Mobile Banking and BlackBerry Mobile Wallet applications.
- Developed new requirement documentation standards for the Mobile Banking requirements team.

EDUCATION



Ryerson University

Bachelor of Commerce - Business Management