

## WORK EXPERIENCE

### Nuclear Promise X

Digital Product Owner and Designer

Whitby, ON, Canada

03/2023 – Present

- Led cross-functional teams within the Products department in delivering digital solutions by defining product features, prioritizing backlog items, and ensuring alignment with clients such as Ontario Power Generation, and Bruce Power.
- Managed product roadmaps by collaborating with key stakeholders, conducting user interviews, and identifying pain points leading to streamlined digital processes and boost overall user experience.
- Transformed client's requirement and discovery work findings into high-fidelity wireframes using Figma, aligning with company brand guidelines, user expectation, and technical constraints for developers.
- Defined project requirements by creating detailed user stories and acceptance criteria based on discovery sessions, and stakeholder feedback, leveraging Azure DevOps to ensuring alignment with Agile development methodologies.
- Validated project's functional requirements by developing a user acceptance testing (UAT) plan to ensure streamline stakeholder quality assurance testing, embedding the acceptance criteria from Azure DevOps.

### Ontario Power Generation

Template Specialist

Pickering, ON, Canada

04/2022 – 03/2023

- Spearheaded the development of a province-wide IT health status app, enhancing company operations through real-time system status updates and proactive maintenance using Microsoft Power Apps and Power Automate.
- Modernized workflow by digitizing paper forms into responsive web apps with Figma, Microsoft Power Apps, Power Automate, and SharePoint.
- Standardized document templates for the entire company, ensuring consistent branding and streamlined document creation using Figma, Microsoft Office, and Visual Basic for Applications.

### Royal Bank of Canada

Data Analyst, Global Procurement

Toronto, ON, Canada

03/2022 – 04/2022

- Influenced decision making on how to invest in socially responsible vendors by modelling and visualizing diverse spend datasets leveraging Excel and Tableau.
- Enhanced data accuracy and cleanliness by implementing a new migration tool that involves process mapping and elimination of errors to ensure the department can utilize for future projects.
- Revamped department identity by designing various team logos that align with RBC's styling brand using Figma.

### Royal Bank of Canada

Data Analyst, Global Procurement - Career Launch Program

Toronto, ON, Canada

11/2021 – 03/2022

- Reshaped text-based datasets into user friendly dashboard leveraging bar charts, line graphs and trend lines from Tableau and Excel.
- Optimized team workflow by consolidating and integrating major team milestones into centralized user experience using PlanView ProjectPlace.
- Enhanced UI and UX of the departments connect site from end to end through wire framing, testing and integration leveraging with Figma.

### Royal Bank of Canada

Web Expansion Coordinator - Career Launch Program

Toronto, ON, Canada

09/2021 – 12/2021

- Designed and developed campaign advertisement for United Way's marketing initiatives using Figma.
- Lead campaign analytics providing insights to project leads by visualizing project expenses and donation reports using Tableau and Excel.

## WORK EXPERIENCE CONTINUED

**Royal Bank of Canada** Toronto, ON, Canada  
Credit Card Dispute Advisor - Career Launch Program 03/2021 – 9/2021

- Assisted clients with recovering credit card dispute amounts by researching and building cases that were reviewed by credit card companies.
- Validated data from internal and third-party systems that ensured appropriate course of action was pursued.

**Ferraz Creative** Toronto, ON, Canada  
Junior Web Developer 09/2020 – 06/2021

- Built production websites by collaborating with senior developers and designers on aspects of the site using the tech stack of PHP for WordPress, HTML, CSS, JavaScript and Figma.
- Maintained website quality assurance by implementing responsive testing to ensure the backend data and front-end interfaces reflect properly on all platforms.

## EDUCATION & CERTIFICATIONS

**Ontario Tech University** | Bachelor of Science, Computer Science (Honours) 2016-2020  
**IBM** | Designing User Interfaces and Experiences (UI/UX) (ID #DDO29KUWF558) 2024  
**Scrum Alliance** | Certified ScrumMaster (ID #1799325) 2023-2025  
**Stanford University** | Certificate, Relational Databases and SQL 2023

## VOLUNTEER & COMMUNITY INITIATIVES

**McMaster University** | Design Judge – UI/UX Design-a-thon 2023  
**Gran Fondo Lake Huron** | Cyclist 2023  
**RBC** | Graphic Designer – Career Launch Program 2021-2022  
**RBC** | Runner – Race for the Kids 2021  
**Durham College** | Student Representative – GASZ Program 2015-2017