

GARY YONG

CONSULTANT @ CAPCO

in gary-yong-66a9ba164 ✉ yonggary329@gmail.com 🌐 gary-yong.com ☎ +1(226)-868-6208

EXPERIENCE

Consultant, Capco, Toronto, ON

Sept. 2021 - Current

Engagement 1: Technical Product Manager @ Leading Canadian Bank

- Performed **capability analysis** to support the **digital transformation** of the client's front, middle, back-office systems
- Led **30+ workshops** with SMEs across multiple lines of business to document **current-state system architecture** in a diagram that highlights available capabilities, system limitations and **integration points** between critical applications
- Collaborated with **technical and business stakeholders** to develop a **future-state system architecture diagram**
- Directed a team of three in **Agile sprints** to create user stories in **JIRA**, aligning requirements with business needs and refining them based on feedback.

Engagement 2: Project Manager @ Leading Canadian Wealth Management Firm

- Enhanced **release defect management processes** by setting up automated **JIRA dashboards** that streamlined defect tracking, reducing defect resolution time by **200%** and improving **project status reporting** for senior stakeholders
- Organized **workshop sessions** with the QA team to establish a standardized approach to defect management
- Created and documented **Standard Operating Procedures** for **Release Defect Reporting** in **Confluence**

Engagement 3: Technical Program Manager @ Tier-1 Global Bank

- Spearheaded **end-to-end requirement gathering** for **cutover runbooks** across **13** workstreams, defining sprint goals and facilitating workshops with senior stakeholders and SMEs to ensure **alignment on deliverables and timelines**
- Conducted **three live rehearsals** to iteratively strengthen business team readiness and incident response
- Orchestrated **cross-functional team discussions** to map out **customer-impact scenarios**, addressing potential risks and increasing **operational readiness** of edge cases for a successful migration

Engagement 4: Business Process Analyst @ Tier-1 Canadian Commercial Bank

- Analyzed **15** reconciliation processes and proposed automated solutions that would generate **5k+ hrs.** of annual time savings
- Facilitated **client workshops** to develop comprehensive **reconciliation process diagrams** that highlighted bottlenecks
- Compiled **business requirement documents** for the tech implementation team to develop the proposed automated solutions

Project Management Intern, PepsiCo Foods Canada, Mississauga, ON

Jan. 2021 - Apr. 2021

- Actively coordinated updates and feedback with **10+ stakeholders** for **3 cross-functional projects** in an **agile** environment
- Pioneered **strategic UI** changes for the marketing team, resulting in a monthly sales boost of **30%** for the e-commerce store
- Collaborated with the consumer insights team to improve their **data clustering** logic, increasing productivity by **200%**
- Led **causal impact analysis** for a social media campaign, proposing a new **data-driven strategy** with a **20%** sales lift

Software Engineering Intern, Accenture, Toronto, ON

Sept. 2019 - Dec. 2019

- Developed an application backed by **HyperLedger Fabric** Blockchain that authenticated luxury apparel through RFID
- Incorporated intuitive **UI/UX** designs with **React Native** to maximize usability and user satisfaction of the application
- Architected an authentication framework using **AWS Cognito** and **IAM** service to maintain app security

EDUCATION

University of Waterloo

2017 - 2022

Bachelor of Applied Science in Management Engineering Co-op with 3.7/4.0 GPA

Relevant Courses: Project Management, Database and Software Design, Introduction to Machine Learning

SIDE PROJECTS

Lunar - Crypto Portfolio Builder

Jan. 2021 - Apr. 2022

4th Year Design Project

- Led a **team of 5** as the **project manager** to finish a deployed working **crypto portfolio management platform**
- Managed **7 stakeholders** through **3 design revisions**, **7 feedback sessions** and **bi-weekly retro meetings**
- Performed **needs analysis** through **user surveys/interviews** and designed **user journeys** for the product