

Gary Yong

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SUMMARY

Technology Consultant with 4+ years of experience delivering large-scale digital transformation programs for Fortune 500 financial institutions. Experienced in direct client delivery, turning complex operational problems into practical solutions in fast-paced environments. Outside of consulting, independently builds and launches products and applied AI services.

PROFESSIONAL EXPERIENCE

Capco | Technology Consultant Toronto, ON

Sep 2021 – Present

Selected client engagements and internal AI leadership

Contact Centre Migration | Business Systems Analyst

- Led discovery workshops to identify operational process pain points and define vendor-selection criteria.
- Captured 500+ requirements across 9 workstreams and designed 10+ target customer and agent journeys.

Bank-Wide Digital Transformation | Business Analyst

- Led 30+ workshops with front-, middle-, and back-office SMEs to map capabilities and current-state systems.
- Translated workshop findings into current-state and future-state architecture diagrams that drove the high-level transformation roadmap.

Bank-Merger Cutover | Cutover Team

- Built minute-by-minute runbooks across 13 workstreams, detailing activities, owners, timing, and dependencies.
- Supported 3 rehearsals and live cutover, enabling business teams to execute the merger using the runbooks.

Reconciliation Automation | Business Analyst

- Analysed 15 reconciliation processes to identify bottlenecks and automation opportunities.
- Defined requirements and implemented automation solutions, saving 5,000+ operational hours for the FinOps team.

Defect Triage Optimisation | Business Systems Analyst

- Reviewed 3,000+ defect-resolution records across 5 middle-office teams to identify triage gaps.
- Built Jira dashboards and Confluence reports for self-serve visibility into defect ownership, status, and risk.

Wealth-Platform Transformation | E2E Process Analyst

- Mapped future-state wealth-platform journeys to surface process gaps and define implementation requirements.
- Led 10+ client and vendor workshops to clarify requirements and align target workflows.

Capco Canada AI Hackathon | AI Hackathon Lead

- Led Capco Canada's first AI Hackathon, helping teams turn business-focused use cases into working demos.
- Engaged 40–50 colleagues across seniority levels to develop and present business-focused AI demos.

PepsiCo Foods Canada | Project Management Intern

Jan – Apr 2021

- Managed delivery across 3 cross-functional data and marketing projects, coordinating 10+ stakeholders.
- Analysed e-commerce UI and social-campaign performance to shape data-driven marketing recommendations.

Accenture | Software Engineering Intern

Sep – Dec 2019

- Developed a Hyperledger Fabric and RFID authentication MVP for luxury apparel in 10 weeks.
- Built the React Native interface and integrated AWS Cognito and IAM authentication controls.

SELECTED TECHNICAL PROJECTS & AI SERVICES

Ask Gary Python, FastAPI, retrieval-augmented generation (RAG)

• gary-yong.com/ask-gary.html

- Built a live AI agent that lets recruiters explore working experiences and projects through conversation.
- Implemented RAG and guardrails to ground responses in approved sources and decline unsupported queries.

Flowt Available on the iOS App Store

• useflowt.app

- Launched an iOS app for shared budgeting, expense splitting, and balance settlement.
- Built AI receipt scanning and the Flowt Assistant to extract expense details and answer shared-finance questions.

YongAI / UrHermes Venture portfolio and applied AI studio

• yongai.ca • urhermes.com

- Built YongAI as a venture studio for practical software products and applied AI systems.
- Launched UrHermes to turn recurring, context-heavy work into reliable AI workflows with human approval boundaries.

Cue React Native, Node.js, AWS S3, Groq · Private TestFlight

• yongai.ca/cue/

- Built a private meeting assistant for transcripts, debriefs, action items, and follow-up Q&A.

EDUCATION

University of Waterloo | Bachelor of Applied Science, Management Engineering Co-op

Aug 2017 – Apr 2022

SKILLS

Technical: Python, JavaScript, TypeScript, React Native, Node.js, FastAPI, SQL, REST APIs, AWS, Git

Applied AI: AI Agents, Prompt Engineering, RAG, LLM Integration, Guardrails and Evaluation, Speech and Vision AI

Delivery: Product Discovery, Roadmap Planning, Requirements/User Stories, Customer Journey Mapping, Workshops