

Gene Chan

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Engineering and data leader with 20+ years of experience delivering large-scale analytics, data platforms, and customer-facing digital solutions in highly regulated environments including banking, fintech, insurance, healthcare, and capital markets. Proven track record leading data engineering, software delivery, and cross-functional teams, modernizing legacy platforms, operationalizing analytics, and driving risk, compliance, and business outcomes. Deep expertise in data engineering, ETL pipelines, cloud platforms, Agile delivery, and stakeholder leadership.

Experience

FEB 2025 – PRESENT

Associate Director, Analytics & Engineering | RBC | Toronto, Ontario

Lead data engineering and analytics delivery supporting Operational Risk, within a regulated financial institution.

- Hire, lead, and manage a team of data engineers delivering enterprise-grade data pipelines and reporting solutions.
- Own development and operationalization of ETL pipelines, DAGs, and dashboards supporting operational risk reporting.
- Partner with business, risk, and IT stakeholders to design scalable, compliant analytics solutions.
- Establish engineering standards, documentation practices, and production deployment processes.
- Lead delivery of production-grade data pipelines processing millions of records daily across Hadoop, PySpark, Airflow, and Hive.
- Improved pipeline reliability and recoverability, reducing production job failures by roughly 30% through improved monitoring and runbooks.
- Introduced standardized coding and documentation practices, improving onboarding time by 25%.
- Streamlined release and deployment processes, improving deployment predictability and audit readiness.

JUNE 2022 – JUNE 2024

Software Project Manager | Trupanion | Seattle, WA (Remote)

Led digital and platform initiatives for a global pet insurance provider operating in regulated insurance markets.

- Managed end-to-end delivery of digital integration and customer-facing platform initiatives.
- Planned product roadmaps aligned with quarterly business objectives.
- Coordinated internal teams and global vendors using Agile delivery practices.
- Delivered a Claims and Policy Locator platform integrated with legacy policy, reporting, and API orchestration layers.
- Led a full UX/UI modernization of web and mobile applications.
- Rolled out multi-lingual, region-specific websites across the US, Canada, and Australia.
- Improved delivery predictability, increasing sprint velocity accuracy by 20% through improved planning and reporting.
- Built executive dashboards tracking velocity, defects, and release readiness across Jira and Azure DevOps.

SEPTEMBER 2019 – JUNE 2022

Manager, IT Projects | RioCan Real Estate Investment Trust | Toronto, Ontario

Managed enterprise technology and data initiatives supporting finance, operations, and corporate services.

- Oversaw intake, prioritization, and execution of business and data platform projects.
- Managed vendor relationships, budgets, and delivery performance.
- Modernized a legacy Service Management platform integrated with ERP systems, reducing incident resolution time by 35%.
- Deployed an enterprise Document & Records Management system governing cloud and on-prem data.
- Implemented a Project Portfolio Management platform (Monday.com), improving project visibility across 100+ initiatives.
- Delivered a company-wide expense automation solution, reducing manual processing by 40%.

MAY 2018 – SEPTEMBER 2019

Project Manager | University Health Network | Toronto, Ontario

Led enterprise digital governance and system modernization initiatives across Canada's largest hospital network.

- Managed complex RFPs and enterprise system implementations across multiple hospital sites.
- Designed and implemented a hospital-wide Digital Demand Management framework, reducing intake-to-decision cycle time by 30%.
- Led a multi-site Hospital Information System (HIS) RFP, supporting a major capital investment decision across clinical and academic stakeholders.
- Delivered an enterprise HR Information System with employee self-service and automated performance management, reducing HR processing effort by 25%.

FEBRUARY 2016 – MAY 2018

IT Project Manager, Digital Solutions | Sun Life Financial | Toronto, Ontario

Delivered customer-facing digital and mobile solutions in a regulated financial services environment.

- Launched a digital claims submission platform serving 65,000+ Government of Canada employees.
- Expanded Sun Life mobile app functionality, increasing digital engagement and reducing call center volume.
- Improved release governance and stakeholder alignment across multi-disciplinary delivery teams.

MARCH 2015 – FEBRUARY 2016

Senior Project Manager, Professional Services | Tier1CRM Inc. | Toronto, Ontario

Led Salesforce CRM implementations for capital markets and financial services clients.

- Delivered multiple Salesforce CRM deployments across buy-side and sell-side firms.
- Led data migration, UAT, and production releases for regulated financial clients.
- Advised senior executives on delivery governance and adoption best practices.

SEPTEMBER 2011 – MARCH 2015

Project Manager, Corporate Technology | Bank of Montreal | Toronto, Ontario

Delivered enterprise intranet and regulatory initiatives within a major Canadian bank.

- Led intranet modernization impacting 40,000+ employees.
- Delivered AML and regulatory compliance programs with budgets ranging from \$500K to \$5M.
- Improved cross-business collaboration through enterprise portals and data integration initiatives.

SEPTEMBER 2008 – SEPTEMBER 2011

Technical Specialist – Business Intelligence | Bank of Montreal | Toronto, Ontario

- Designed and delivered ETL processes supporting enterprise data warehouses and data marts.
- Performed data profiling and source system analysis to support regulatory and reporting requirements.
- Authored technical specifications for large-scale data transformation pipelines.

FEBRUARY 2004 – SEPTEMBER 2008

Lead ETL Developer | Bank of Montreal | Toronto, Ontario

- Designed and developed data warehouse transformation and data quality processes.
- Led code and documentation reviews to ensure compliance with banking and regulatory standards.
- Improved ETL performance and data quality across enterprise reporting systems.

Skills

Data Engineering & Analytics • Financial Risk & Regulatory Reporting • ETL / ELT Pipelines • Cloud Platforms (AWS, Azure) • PySpark • Python • SQL • Airflow • Hadoop • Hive • Tableau • CI/CD • GitHub • Agile & Scrum • Program & Delivery Management • People Leadership • Stakeholder Management • API Integration • DevOps • Release Management • Governance & Controls

Education

JUNE 2001

Bachelor of Arts Computing | Wilfrid Laurier University | Waterloo, ON

Accreditation

Certified Scrum Master - Scrum Alliance™

Microsoft Certified: Azure Fundamentals (AZ-900)

AWS Certified Cloud Practitioner (CLF-C02)