

WORK EXPERIENCE

DollarTree Canada

Toronto, CA

Program Manager

08/2025 – Present

- Led the design and automation of weekly inventory and performance analytics, enabling rapid issue identification and decision-making across categories; improved inventory visibility and discipline, resulting in approximately \$6M in cost avoidance through reduced over-ordering and excess stock.
- Built advanced Power BI dashboards to support Revenue Growth and commercial teams, delivering YOY trends, weekly performance tracking, and exception-based alerts (e.g., weeks of supply thresholds) that allowed stakeholders to react faster to sales and inventory risks.
- Conducted multi-year post-mortem and demand analysis at the SKU level, evaluating order quantities, sell-through rates, and reorder frequency to optimize purchasing strategies and reduce inventory liability tied to slow-moving products.
- Supported pricing optimization initiatives by analyzing sell-through elasticity and competitive market pricing, identifying SKUs where price increases could be implemented; successfully drove higher total revenue despite lower unit volumes, improving margin performance without materially impacting demand.

BLACKHAWK NETWORK

Pleasanton, CA

Project Manager

06/2022 – 08/2025

- Led 15+ full-lifecycle SaaS implementations for enterprise clients including McKesson, Dollarama (1,400+ locations), and Empire Company Ltd., overseeing discovery, requirements gathering, UAT, go-live, and post-launch optimization. Translated cross-functional requirements into 200+ user stories and 50+ test cases to support sprint delivery with 96% first-pass QA success.
- Directed both Agile and Waterfall delivery frameworks, including a nationwide initiative to design, produce, and deploy 1,400+ custom gift card displays. Coordinated operations, merchandising, logistics, and procurement to ensure synchronized delivery and in-store execution—completed under budget and resulting in \$70M+ annual revenue lift for the client.
- Acted as the central point of contact for executive and functional stakeholders, managing \$1M+ in ARR at risk, leading sprint ceremonies, and resolving delivery blockers across 3+ Agile teams. Maintained strong client relationships that drove \$400M+ in multi-year renewals through demonstrable platform value.
- Created and maintained client-specific onboarding roadmaps, implementation playbooks, and handover packages to streamline knowledge transfer and reduce ramp-up time across support, sales, and operations teams.

Business Analyst – Dynamics 365 CRM & SaaS Solutions

11/2020 – 06/2022

- Owned delivery of internal CRM enhancements and Power Platform automations to streamline sales operations across Marketing, Sales, and Finance; scoped 20+ requests into actionable requirements and oversaw build-to-release in Agile sprints
- Designed and implemented 25+ automated dashboards using Power BI, Dataverse, and Power Automate to track KPIs across account health, onboarding, and incentive campaigns—helping leadership detect pipeline gaps and increase forecast accuracy by \$1.2M
- Reduced lead-to-sale cycle time by 15% by reengineering the SDR workflow within Dynamics 365 CRM—creating a structured business process flow with required data validation, task tracking and automation flows that was adopted across 3 business units.
- Managed cross-functional workshops with operations, marketing, and sales stakeholders to define business rules and reporting needs, directly informing CRM configuration and Power Apps customizations that resolved a 6-month reporting backlog
- Built a SharePoint dashboard and Power Automate-based alerting system that surfaced time-sensitive milestones (merchandising, delivery, campaign launches) across 6 departments—improving SLA adherence and reducing missed deadlines by 40%

PROJECT EXPERIENCE

PARAVERSE STUDIOS

Toronto, ON

Delivery Project Manager

01/2021 – 10/2024

- Led the end-to-end delivery of a cross-platform video game MVP, coordinating Agile development cycles with a globally distributed team of 4+ designers, developers, and QA engineers.
- Managed and maintained a backlog of 120+ user stories in JIRA, working directly with the game director and product leads to aligning sprint goals with player experience objectives and feature deadlines.
- Facilitated sprint planning, daily standups, and retrospectives, ensuring consistent velocity and team focus—resulting in 95% of features shipped within original sprint estimates.
- Oversaw all UAT cycles and release testing, coordinating test cases and bug triage to meet platform certification requirements and ensure a bug-free launch across PC and console environments.

EDUCATION

Project Management Certification

University of Toronto School of Continuing Studies

9/2023 – 05/2024

Toronto, ON

BA (Hons) in Economics & Finance

Wilfrid Laurier University – Lazaridis School of Business

9/2016 – 08/2020

Waterloo, ON

CERTIFICATION

Project Management Professional (PMP®)

Project Management Institute (PMI)

01/2025

Microsoft Power Platform Functional Consultant

03/2025