

LUIS GUZMAN, P.ENG.

Technology Program & Delivery Leader

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SUMMARY

- Led AML/KYC and financial crime compliance software delivery for banks, FinTechs, mortgage companies, and casinos across the US and Asia, working within FinCEN, FINTRAC, and EU AMLD regulatory frameworks.
- 10+ years of technology program and delivery leadership across SaaS, HCM, public sector, and dev-agency software delivery, including a \$15M AML/KYC portfolio and \$8M+ in concurrently owned SaaS delivery portfolios.
- Recognized directly by C-suite and CEO leadership for resolving critical customer challenges and transitioning distressed accounts from red to green status, driving a 15%+ increase in client retention.
- Delivered a \$1.5M account within 10 months with full stakeholder alignment.
- Led teams of 15+ developers and designers across five concurrent Scrum teams, and managed SaaS implementation portfolios worth \$8M+ across Eastern Canada and the US.
- Started as a Software Engineer before moving into project and program management, bringing hands-on technical fluency to delivery leadership.
- Professional Engineer (P.Eng) and PMP certified. ITIL 4 Certification in progress.

CORE COMPETENCIES

Delivery & Program Leadership	Process & Risk	People & Stakeholders	Methodology & Tools
• Project & Portfolio Management • Strategic Planning • Resource Allocation • Project Implementation	• Business Process Improvement • Change Management • Risk Management & Mitigation • Requirements Analysis	• Stakeholder Management • Team Development & Coaching • Customer Service & Management	• Waterfall / Scrum / Agile • JIRA • MS Project / Visio / Azure • SmartSheets

PROFESSIONAL EXPERIENCE

Lead Technical Project Manager and Delivery Lead

Sep 2021 - Present

Alessa | Toronto, ON

- Recognized by C-suite and CEO leadership for resolving critical customer challenges, implementing effective service strategies, and transitioning clients from red to green status, driving a 15%+ increase in client retention and satisfaction.
- Led a \$15M project portfolio across banks, FinTechs, mortgage companies, and casinos in the US and Asia, driving high client satisfaction, repeat business, and upsells through seamless delivery and strategic relationship management.
- Delivered end-to-end AML/KYC compliance solutions, helping clients reduce risk, cut costs, and scale efficiently while maintaining compliance with FinCEN, FINTRAC, and EU AMLD regulations.
- Developed PMO best practices that improved project performance and secured buy-in from Directors and Vice Presidents.
- Delivered a \$1.5M account within 10 months, ensuring strategic stakeholder alignment throughout.

Project Manager

Sep 2020 - Nov 2021

Spiria | Toronto, ON

- Led a team of 15+ developers and designers across five Scrum teams, overseeing scrum ceremonies and software delivery end to end.
- Collaborated with design and product teams to define and execute the product roadmap, achieving over 90% project success while managing competing priorities.
- Consistently exceeded customer expectations, delivering top-quality software products on schedule and within budget in a fast-paced development agency.

Project Manager, Professional Services

Sep 2019 - Sep 2020

Harris Computer | Toronto, ON

- Partnered with R&D, technical, and support teams and outside consultants to finalize projects with 95% accuracy.
- Directed large-scale public sector CIS implementation projects from concept through completion, achieving a 95%+ success rate.
- Analyzed project roadmaps to identify risks and develop mitigation strategies, and revamped PMO processes to increase team effectiveness by 10%.
- Created a customer satisfaction model that accelerated positive customer referrals by 95%.

Team Lead, Project Manager

Oct 2017 - Jul 2019

Calian Group Limited | Toronto, ON

- Led a team of consultants and project managers overseeing a SaaS portfolio worth \$8M+ across Eastern Canada and the USA.
- Built an implementation team of 14 consultants and 5 project managers to manage USA and Canada markets during a period of hyper-growth.
- Developed cost-control measures that reduced costs by 15% while optimizing customer satisfaction.
- Achieved 100% customer satisfaction by establishing top-quality customer service training plans during rapid scaling.

Project Manager, Implementation

Jul 2016 - Sep 2017

Ceridian Corporation | Toronto, ON

- Managed 15+ SaaS/HCM implementation projects, consistently delivering top-quality results on time.
- Generated strategic plans that advanced Ceridian's position in the HCM market while achieving key milestones within stringent timelines.
- Received recognition for managing a difficult customer relationship through exceptional service, finalizing the project within 5 months.

Project Manager

Jul 2015 - Jul 2016

NRT Technology Inc. | Toronto, ON

- Led critical planning, execution, and communication for casino and gaming industry technology projects, achieving \$15M in annual revenue.
- Collaborated with software development teams to gather requirements and analyze business processes, maintaining 90%+ project success.
- Grew NRT's share of the casino and gaming technology market by leading and closing strategic financial and gaming-industry projects.

ADDITIONAL EXPERIENCE

- Software Engineer and Project Manager | Callisto Integration, Toronto, ON (Jul 2012 - Jul 2015)
- Software Engineer and Project Manager | Magstar Inc., Toronto, ON (Jul 2012 - Jul 2015)

EDUCATION

Bachelor of Engineering, Systems and Computer Engineering, University of Guelph
Guelph, Canada

Project Management Certificate, University of Toronto

CERTIFICATIONS

- Project Management Professional (PMP), Project Management Institute
- Professional Engineer (P.Eng), Professional Engineers of Ontario
- ITIL 4 Certification (In Progress), status pending confirmation

TECHNICAL SKILLS

JIRA, Trello, Salesforce, Confluence, Microsoft Word, Microsoft PowerPoint, Microsoft Excel, Microsoft Visio, Microsoft Project, Microsoft Azure, Microsoft SharePoint, SmartSheets

BUSINESS ANALYSIS & METHODS

Project and Portfolio Management, Requirements Analysis, Team Development and Coaching, Waterfall/Scrum/Agile Methodology, Business Process Improvement, Strategic Planning, Resource Allocation, Project Implementation, Change Management, Stakeholder Management, Risk Management and Mitigation, Customer Service and Management, AML/KYC Compliance Delivery, FinCEN/FINTRAC/EU AMLD Regulatory Frameworks