

ROY AGGARWAL

Applied AI | Digital Transformation | AI Governance | 15+ Years Enterprise IT Experience

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CAREER PROFILE

IT and business leader with 15+ years of enterprise experience across Alberta's regulated energy and rail sectors, now delivering applied AI: Project Manager for SIGNAL, an AI-assisted commercial credit monitoring system built in 2026 with a major Alberta-based financial institution. One theme has held throughout: execution, not technology, is where transformation succeeds or fails. I start from the business problem, bridge business and technical stakeholders, and keep AI adoption responsible and well-governed.

CORE COMPETENCIES

Applied AI & Strategy

- AI Adoption & Enablement | AI Lifecycle Management & Operations | AI Performance Monitoring
- AI Strategy & Governance | Ethical AI Implementation | Human-Centred AI Design

Strategic Capabilities

- Bridging Business & Technical Teams | Translating Complex AI Concepts
- Strategic Planning | Digital Transformation Leadership

Leadership & Management

- Stakeholder Management | Project Management | Cross-Functional Team Leadership
- Change Management | Business Process Improvement | Requirements Analysis

SELECTED ACHIEVEMENTS

Applied AI

- Project Manager for SIGNAL (2026), an AI-assisted commercial credit monitoring proof of concept delivered in consultation with a major Alberta-based financial institution; led a four-person team through delivery, with the business case modelling a 60% to 70% reduction in quarterly review time per borrower.
- Defined the system's decision-support boundaries (no credit approvals, no risk ratings, no live banking data), keeping every credit decision with a qualified human while automating the path from document intake to rated, evidence-backed early warnings

Project Delivery Excellence

- 15+ years track record of consistently delivering complex projects on-time and on-scope across enterprise environments including TransAlta Utilities and Canadian Pacific Railway
- Successfully led major system upgrades and technology introductions, managing stakeholder expectations while ensuring business continuity during critical transitions

PERSONAL PROJECTS

- Designed and built an autonomous AI job search agent on a Python stack that scores job postings against a structured career profile and drafts tailored application documents, producing roughly 30 high-quality application packages a month with human approval before anything is submitted. Leveraged Claude Code for the architecture design and build process.
- Rapidly prototyped and shipped ai-yyc.com, my personal HTML/CSS/JavaScript portfolio site, with AI-assisted development.

PROFESSIONAL EXPERIENCE

Digital Transformation Lead | Change Agent

Alberta Family Histories Society | Calgary, AB | Contract | Feb. 2020 – Present

- Spearheaded complete digital transformation initiative, leading website redevelopment that achieved 300% traffic growth and #1 Google rankings through strategic SEO implementation and user experience optimization
- Architected and built albertaancestors.ca from concept to deployment, managing database of 250,000+ genealogy records now serving researchers globally, implemented data governance protocols, and established QA processes
- Successfully engaged with board-level executives and volunteer stakeholders, demonstrating ability to communicate technical concepts to diverse audiences and build consensus around technology initiatives
- Oversaw database & records management for over 300 cemeteries, developing standardized data entry procedures and validation rules to ensure consistency and accuracy across multiple data sources
- Developed and implemented SEO strategy that resulted in dramatic increases (300%+) in site activity, leveraging technical optimization and content strategy
- Created comprehensive documentation and training materials, enabling non-technical volunteers to contribute effectively to website and database management and content creation

Career break

Professional Development, Continuing Education | Calgary, AB | Jul. 2012 – Jan. 2020

- Operated an independent business venture and obtained a Web Development certificate while serving as primary caregiver for a young child.

Business Intelligence Liaison | Enterprise Systems Analyst

Canadian Pacific Railway | Calgary, AB | Mar. 2008 – June 2012

- Served as primary liaison between technical Business Intelligence teams and business stakeholders, translating complex technical capabilities into business value propositions and ensuring BI solutions aligned with strategic objectives
- Selected to collaborate with SAP's Value Engineering Division on enterprise-level BI strategy, contributing to strategic planning and implementation roadmap for multi-million dollar SAP deployments
- Led requirements gathering and stakeholder management for enterprise BI initiatives, conducting workshops with operational teams to identify analytics needs and prioritize development efforts
- Developed comprehensive business requirements documents and process flow diagrams that became templates for subsequent enterprise initiatives
- Managed change management activities for major system rollouts, including training development, communication strategies, and user adoption monitoring

Enterprise Systems Analyst | Data Management Lead

TransAlta Utilities | Calgary, AB | Jan. 2001 – Nov. 2007

- Led enterprise system upgrades and technology implementations
- Managed data integrity and quality assurance processes for critical enterprise systems
- Coordinated system upgrade projects involving multiple stakeholder groups
- Developed comprehensive user training programs and documentation

TECHNICAL SKILLS & TOOLS

- AI & Machine Learning: Applied AI Adoption & Enablement, Ethical AI Frameworks, Human-Centred AI Design, AI Governance Methodologies, Predictive Analytics, NLP, Computer Vision
- Applied AI & Automation: Agentic AI Development, LLM & Agent Orchestration, Prompt Engineering, Python, Process Automation
- Data Management: Database Architecture & Design, Data Governance Protocols, Quality Assurance Processes

- Web Technologies: SEO Strategy & Implementation, UX Optimization, Web Development & Design, Content Management Systems
- Project Management: Stakeholder Management, Requirements Analysis, Change Management

EDUCATION & PROFESSIONAL DEVELOPMENT

Post-Diploma Certificate, Integrated Artificial Intelligence

Southern Alberta Institute of Technology (SAIT) | Calgary, AB | Graduated 2026, Honours Standing (GPA 4.0)

- Focus: Applied AI Management & Operations, Ethical AI System Design, AI Governance, Human-Centred AI Design

Master's Certificate in Business Analysis (IIBA Accredited)

The George Washington University

Bachelor of Commerce (Finance, Marketing)

University of Alberta

Certificate, Web Development & Design

Southern Alberta Institute of Technology (SAIT) | Calgary, AB

Graduated with honours standing in all programs.