

David M. Gow

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Professional Summary

Strategic Business Consultant with over 15 years of experience advising and delivering complex business and technology transformation initiatives across financial services, public sector, and infrastructure organizations. Expertise in process improvement, regulatory compliance, and change management, combining analytical rigor with strong stakeholder collaboration to drive sustainable results and operational excellence.

Core Competencies

Fractional Project Management: Lead or advise on time-bound initiatives (compliance, process redesign, vendor transitions, etc.), providing hands-on leadership or PMO support.

Business Analysis & Process Mapping: Translate goals into clear requirements, user stories, or current/future-state process maps. Ideal for organizations scaling, digitizing, or preparing for RFPs.

Documentation Strategy & Execution: Design and deliver user guides, SOPs, policy documents, or internal standards. Streamline handoffs, reduce support costs, and meet audit requirements.

Mentorship & Capability Building: Coach internal PMs, BAs, or technical writers to improve delivery confidence and documentation quality. Can deliver workshops or 1:1 guidance.

Tools

Visio, Jira, Confluence, MS Office, Adobe Creative Suite including Acrobat (PDF)

Selected Consulting Engagements

Toronto Police Services – Senior Business Analyst (2023–2024)

- Contributed to Records Management System modernization, supporting process documentation, stakeholder workshops, and change readiness.
- Defined and mapped 150+ requirements, ensuring alignment with compliance and operational objectives.

CIBC – Senior BA & PM (2021–2022)

- Led AML system upgrade to Firco Continuity; optimized screening workflows, reducing false positives by 25%.
- Developed dashboards for compliance reporting and authored comprehensive SOPs.

HOOPP – Senior Business Analyst & Technical Writer (2022–2023)

- Designed and documented end-to-end pension workflows; produced user guides and training materials.
- Facilitated stakeholder alignment workshops and supported UAT for new digital platforms.

BGRS – Continuous Improvement Consultant (2020–2021)

- Redesigned 50+ business processes, delivering 30% cost reduction and improved onboarding cycles.
- Coached teams on Lean methodologies and implemented performance tracking dashboards.

MUFG Bank – Senior BA & Process Architect (2019)

- Directed IAM remediation for OSFI compliance; delivered process models, access control procedures, and audit documentation.
- Authored training guides and supported regulatory audit readiness.

GTAA – Program Governance & Documentation Lead (2017–2019)

- Developed EA templates and documentation standards for IT infrastructure projects at Toronto Pearson Airport.
- Managed vendor SOWs, governance artifacts, and operational handover materials.

John Hancock / Manulife Financial – Process Lead / Mentor (2011–2012)

- Oversaw future state process mapping for \$10M+ 401K line, coordinating 100+ processes across 10 workstreams.
- Mentored analysts on Six Sigma mapping and brought PDF form production in-house, saving \$200K annually.

TD Wealth Management – Business Process Analyst (2010–2011)

- Created future-state processes for a new Book of Record vendor; maintained process hand-off matrix and developed Six Sigma training presentations.

Education & Certifications

- Lean Six Sigma (DMAIC techniques)
- ITIL v3 Foundation Certification
- Technical Writing Diploma, Durham College
- Electronics Engineering Technology, Algonquin College
- PMP Power-Prep Course (exam in progress)