

WHY YOU SHOULD
(OR SHOULDN'T)
HIRE THIS GUY



JEAN-GUY ROULEAU

FATHER, HUSBAND, TECH OPS & PROJECT LEADER,
CRAZY ABOUT THE CUSTOMER EXPERIENCE, AMATEUR CHEF



MY STORY

- Like most people, my life started sometime around when I was born.
- My dad was a chef who instilled the love of cooking in me at an early age.
- My mom was an administrative office worker who taught me to work smarter.
- I have two wonderful children: Lucien and Vivienne. They are my world, along with my wife, Roxanne.
- When I'm not working, I like to play games with my kids, create new things in the kitchen, and host friends old & new with a few drinks & great food.



THREE TRUTHS AND A LIE

GET TO KNOW ME A LITTLE BETTER



I Co-Founded a business at 16

Providing PC & Networking sales and service to SMBs.



I hate following recipes

Preferring to cook using my senses.



I love cars

But am not mechanically inclined whatsoever.



I was a Canadian Cadet

Rank of Able Cadet with the Sea Cadets, then transferred as a Corporal to the Air Cadets.

THREE TRUTHS AND A LIE

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TRUE I Co-Founded a business at 16
Providing PC & Networking sales and service to SMBs.

TRUE I hate following recipes
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TRUE I love cars
But am not mechanically inclined whatsoever.

TRUE I was a Canadian Cadet
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GOTCHA! THEY'RE ALL TRUE.

EXPERIENCE OVERVIEW

20+
years

Workforce

Including after-school and summer student jobs, I've been in the workforce since my early teens, primarily in operations and customer-facing roles in various industries.

8+
years

Supervisor/Leadership

Either as a Senior, Supervisor, or Manager, with both direct and indirect people management responsibilities.

8+
years

Project Management

Managing internal Ops and external client projects. Mostly related to digital assets, SaaS, or continuous improvement.

TIME FOR THE MEAT & POTATOES

A LOOK INTO MY CAREER PATH

Early Career

2006-
2014

Blue Line IT Solutions

Co-founder, CEO, PM

Citi Cards Canada

Credit Analyst & Supervisor

Toyota Canada HQ

Management Review Team

Ti NA

Customer Service

Discount Rentals

Senior CSR

2014-
2017

Windley Ely

Project manager,
reporting to the
CEO & Managing
Partner.
Launched
services in QC
market

2017-
2019

IC Axon

Project
Coordinator, with
an increase in
responsibilities
from previous
roles. Held
ownership over
PMO P&P
documentation
and
improvement
processes.

2019-
2019

Legal Suite NA

Senior Project
Manager reporting
to the VP IT &
Ops. Responsible
for leading the
largest projects in
NA, and directly
supported VP in
managing PM,
Ops, and Dev
teams.

2019-
2020

KCJ/Digital Moment

Delivery Manager
leading team of
Educators to
deliver workshops
across Canada.
Grew team from
15 to 30 in 1 year,
including 3
regional team
leads.



WHAT AM I DOING NOW AND WHAT DO I WANT TO DO?

I am currently working at a wonderful nonprofit called Green Economy Canada, which helps businesses build sustainability into their operations and accelerate Canada's transition to a vibrant and inclusive net-zero future. I currently lead and manage our digital/tech strategy.

Unofficially, I am also the PMO Manager, and wear other hats as needed.

What I want, and hope to find with a new role, is twofold. First, I want to keep working with organizations with a mission to help people.

Second, I'm looking for an opportunity to put my skills and experience to use in helping others grow and develop in their own careers. Having had some great leaders and mentors in my life, I am at a point in my own career where I want to further develop my own leadership abilities and be that same leader and mentor for others; I believe that I have the skills, experience, and passion to fulfill that role in contributing to the personal and professional growth of others and look forward to a future where I can do that.

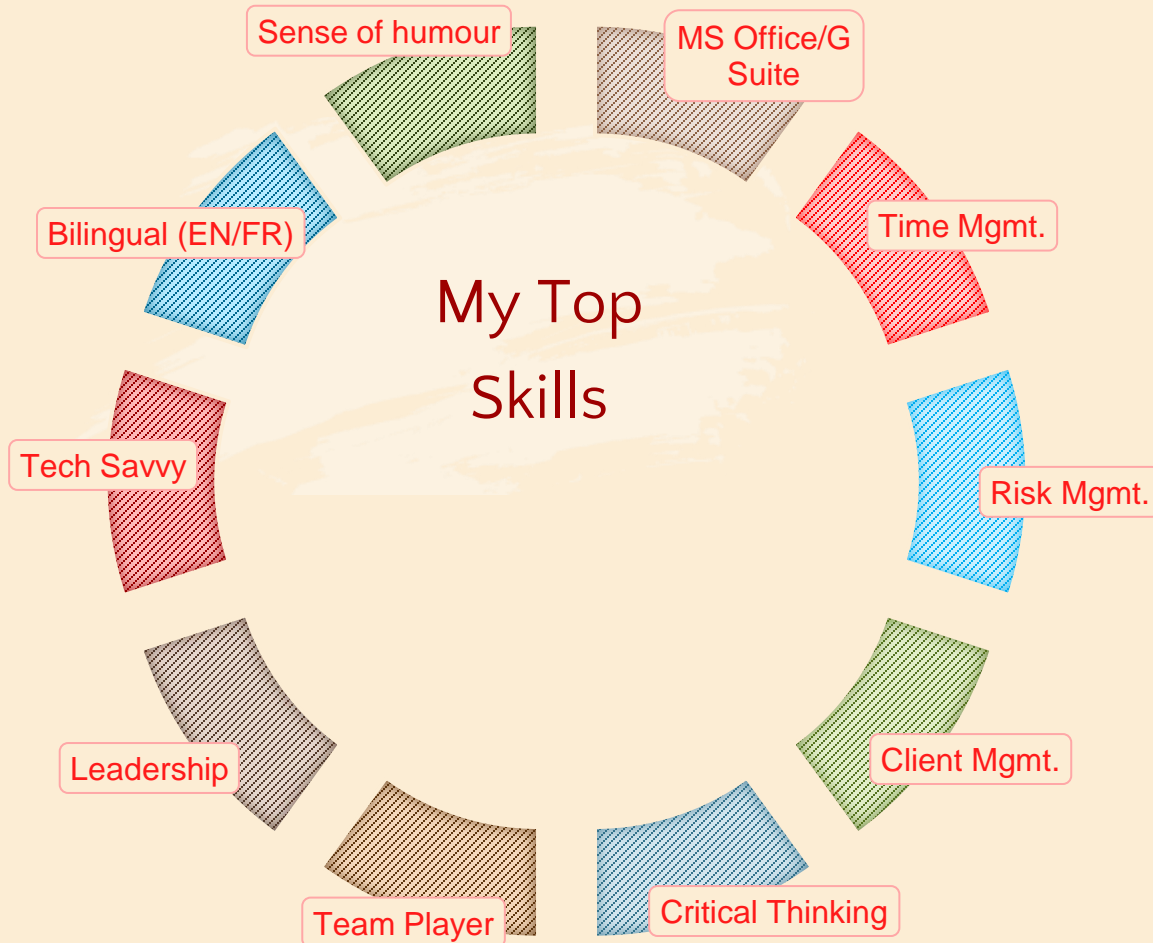
WHAT DO I VALUE MOST?

- **Deontology.** Regardless of what I do, I align with the values of *Honesty, Responsibility, Respect, and Fairness*. Through this I strive to make ethical choices, build strong relationships, and achieve mutual long-term success.
- **Relationships.** At some point in our lives, we must all interact with someone else; human connection is how we get things done and I value those relationships, both personal and professional, that are forged along the way.
- **Excellence.** Perfection is never my goal; rather I aim to do the best I can every time. They say *imperfect action is better than perfect inaction*, and I believe that if you always do your best, you'll eventually realize just how good your "*imperfect actions*" really are.
- **Balance.** I work to live, not the other way around; while I put my whole self into my work, at the end of the day everything I do is to enjoy life for myself and my family.



WHAT AM I MADE OF?

MY STRENGTHS AND WEAKNESSES



**I have a hard
time saying
“No”**

My biggest weakness...



I'm a people-pleaser, and this isn't a veiled humblebrag. In the past, this has led to me taking on more work than I should have. I am actively working on this, and I *can* say “no” when required...I just don't like to.

I THINK I'M PRETTY GOOD AT WHAT I DO

BUT DON'T JUST TAKE MY WORD FOR IT



I've worked alongside Jean-Guy at Citibank and Canada Life and he's always been a team player who learns the ins and outs of the organization quickly and efficiently. He's tech savvy and pays very close attention to detail which is extremely useful when dealing with multiple financial products that can be complicated. Whatever the task or project might be Jean-Guy is always excited to learn about what needs to be done and creative enough to provide and execute solutions.

Jordan Cameron

Canada Life, Sr. Data Reporting Analyst



I had the pleasure of working directly with Jean-Guy on multiple projects as the Legal Suite Trainer for the North American region. Jean-Guy is clearly an experienced Project Manager with a heightened sense of empathy, pragmatism, and professionalism.

He offered our clients his expertise not only in leveraging technological solutions but was instrumental in guiding them through implementation and organizational changes to ensure their long-term. It is clear to me Jean-Guy is a talented individual across many fields and knows well how to identify with the client and their challenges for best solutions. I am glad to recommend Jean-Guy as an outstanding addition and influencer to any team.

Julian Gay-de-Montella
Legal Suite, Head of L&D NA



THANK YOU!

I'd love to work with you

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