

Technology product manager specialising in the contact-centre voice channel, CCaaS, and applied conversational & agentic AI.

20+ years across hospitality, project, and product — I design, build, and ship the tools that make global service teams faster.

CAREER HIGHLIGHTS

Manager, Technology Product Management

Dec 2025 — Present

Marriott International

- Leads Product for the CEC voice channel — IVR/IVA call routing, CCaaS tooling, and contact-centre operations.
- Built Voice Studio, an in-house browser tool that authors & exports telephony-grade IVR prompts the same day — displacing a slow, costly external vendor process.
- Introduces agentic & conversational AI into operations responsibly and measurably.

Product Manager, CEC Voice Channel

Oct 2022 — Dec 2025

Marriott International

- Ran agile delivery for routing and IVR initiatives across regions and languages.
- Coordinated and supported building/maintaining IVR/IVA call flows in NICE CXone Studio — CTI screen pop data, variables, menus, and routing logic.
- Translated business events — campaigns, outages, advisories — into coordinated caller messaging.

Business Experience & Organizational Development Leader

Apr 2019 — Oct 2022

Home Hardware (Canada)

- Business experience & development — hiring, training, onboarding, and leadership development across a multi-store workforce of 200+ associates.
- Led a new store opening: built the associate & management team from the ground up.

Product Owner

Aug 2018 — Jan 2019

Canada Life

- Voice of the product for Wealth & Insurance Solutions Enterprise (WISE), supporting the top 25% of financial firms in Canada.
- Delivered product requirements on the Salesforce platform — configuration and delivery in a regulated environment.

Guest Experience & Operations Leadership

Sep 2006 — Aug 2018

Starwood Hotels & Resorts

- Over a decade of hospitality operations leadership — consistent, high-standard guest experiences.
- Helped transition Starwood's flagship Ambassador Service into Marriott during the merger that formed the world's largest hospitality company.

CORE SKILLS

Product & Delivery

Product Management · Product Strategy & Roadmapping · Agile Project Management · Data Analysis & Product Analytics

Contact Centre & AI

Agentic & Conversational AI (Omilia) · CCaaS · Cloud NICE CXone · IVR Integration · Contact Centre Operations

Design & Engineering

UI/UX Design · Frontend Development · Backend Development · Brand Strategy

Leadership & Ops

Cross-functional Leadership · Cross-Functional Team Collaboration · Organizational Development · Business Experience Management · Vendor & Budget Management

EXPERTISE & EDUCATION

Certifications

Scrum Product Owner · Agile Project Management · Conversational & Agentic AI

Education

Product Management — Cornell University (2024) · Project Management — University of Waterloo (2013) · Computer Systems Technician, Networking & Engineering — Fanshawe College (2006)