

ROY AGGARWAL

Digital Transformation | AI Governance & Ethics
Bridging Business & Technical Teams | Deep Enterprise IT Experience
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CAREER PROFILE

Digital transformation professional with 20 years of enterprise IT experience, focused on helping organizations translate complex technology into aligned, governed, and business-ready outcomes at the intersection of enterprise systems and responsible AI. Proven ability to bridge business and technical stakeholders, embed governance into operations, and ensure every AI initiative delivers measurable impact.

Execution -- not technology -- is where transformation succeeds or fails.

VALUE PROPOSITION

- Align transformation strategy with real enterprise execution
- Embed AI governance and ethics into operational systems
- Bridge business and technical teams to deliver operational, measurable outcomes

Experience spans regulated and complex enterprise environments where success depends on stakeholder alignment, clear ownership, and disciplined execution. Particularly effective in environments where AI initiatives stall due to misalignment between technical capability, governance, and business execution.

CORE COMPETENCIES

Transformation and Strategy: Bridging Business and Technical Teams | Translating Complex AI Concepts | Enterprise Systems and Data | Requirements Analysis | Strategic Planning

AI Ethics and Governance: Ethical AI Implementation | AI Governance and Policy | Human-Centred AI Design | Predictive Analytics | Business Intelligence

Leadership and Collaboration: Project Management | Stakeholder Management | Cross-Functional Team Collaboration | Change Management | Business Process Improvement

SELECTED ACHIEVEMENTS

Enterprise Impact

Supported multi-million dollar enterprise BI deployments in collaboration with SAP's Value Engineering division, while acting as primary liaison between technical teams and business stakeholders at Canadian Pacific Railway, ensuring alignment between technical capabilities and business objectives.

Digital Transformation

Led website redevelopment achieving 300% traffic growth and top search rankings. Built albertaancestors.ca from concept to deployment, architecting a 250,000+ record genealogy platform with governance and data quality frameworks.

Regulated Industry Delivery

20+ year track record of consistently delivering complex systems across Alberta's energy and transportation sectors, managing stakeholder alignment, execution risk, and business continuity during critical transitions.

AI Ethics and Governance Focus

Completing SAIT's Integrated Artificial Intelligence (AI) certificate with specialization in ethical AI design, governance frameworks, and human-centred implementation methodologies.

PROFESSIONAL EXPERIENCE

Digital Transformation Lead | Change Agent

Alberta Family Histories Society

Calgary, AB | 2020 - Present

- Spearheaded complete digital transformation initiative, leading website redevelopment that achieved 300% traffic growth and top search rankings through strategic SEO implementation and user experience optimization.
- Architected and built albertaancestors.ca from concept to deployment, managing a database of 250,000+ genealogy records serving researchers globally; implemented data governance protocols and established quality assurance (QA) processes.
- Managed databases for over 300 cemeteries, developing standardized data entry procedures and validation rules to ensure consistency and accuracy across multiple data sources.
- Engaged board-level executives and volunteer stakeholders, communicating technical concepts to diverse audiences and building consensus around technology initiatives.
- Created comprehensive documentation and training materials, enabling non-technical volunteers to contribute effectively to website, database, and content operations.

Business Intelligence Liaison | Enterprise Systems Analyst

Canadian Pacific Railway

Calgary, AB | 2015 - 2020

- Served as primary liaison between technical Business Intelligence (BI) 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 planning and implementation roadmaps 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 Corporation

Calgary, AB | 2010 - 2015

- Led enterprise system upgrades and technology implementations, coordinating cross-functional teams to ensure successful deployment with minimal business disruption.
- Managed data integrity and quality assurance processes for critical enterprise systems, developing automated validation protocols.
- Designed and implemented reporting frameworks and analytics dashboards for executive decision-making, translating complex operational data into actionable insights.
- Coordinated system upgrade projects involving multiple stakeholder groups, managing timelines, budgets, and resource allocation while maintaining service levels.
- Developed comprehensive user training programs and supporting documentation.

TECHNICAL SKILLS AND TOOLS

AI and Governance: Ethical AI frameworks, Human-Centred AI design, AI governance methodologies, Predictive analytics

Data Management: Database architecture and design, Data governance protocols, Quality assurance processes, SQL

Project and Change Management: Stakeholder management, Requirements analysis, Change management, Process improvement

Web and Digital: SEO strategy and implementation, UX optimization, Web development and design, Content management systems

EDUCATION AND PROFESSIONAL DEVELOPMENT

Post-Diploma Certificate, Integrated Artificial Intelligence

Southern Alberta Institute of Technology (SAIT) | Graduating August 2026

Focus: Ethical AI System Design, AI Governance, Human-Centred AI

Master's Certificate in Business Analysis (IIBA Accredited)

The George Washington University

Requirements analysis, stakeholder management, and business process modeling

Bachelor of Commerce (Finance, Marketing)

University of Alberta

Business strategy, financial analysis, and market research

Certificate, Web Development and Design

Southern Alberta Institute of Technology (SAIT)