

Thomas Tran

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PROFESSIONAL SUMMARY

Efficiencies Project Manager at Morgan Stanley, driving process improvements and operational efficiency across Workplace Services through data and analytics, process automation, and vendor contract management.

EXPERIENCE

Morgan Stanley - Montreal, Quebec

Aug 2022–Present

Efficiencies Project Manager

Apr 2025–Present

Enterprise Technology & Services - Workforce Technology & Services - Contract Management and Efficiencies | Hybrid

- Expanded scope from reporting-focused Data & Analytics Product Owner to oversee process improvement, automation, and external vendor contract management across Workplace Services, including Global Service Desk operations, ServiceNow incident management, communications, software distribution, and asset management.
- Designed structured efficiency intake and prioritization frameworks using Indigo forms, a Jira Kanban board, and Excel data models, enabling leadership to evaluate initiatives by time savings, cost impact, risk reduction, urgency, effort, and strategic alignment.
- Consolidated reporting assets and analyzed workflows and stakeholders to identify high-impact opportunities; used Tableau, Power BI, SQL, Excel, and Python to quantify inefficiencies and support decisions.
- Managed external vendor engagements focused on operational efficiency, synthesizing findings and presenting actionable recommendations to Workplace Services leadership.
- Led research, design, and delivery of complex efficiency solutions, authoring product requirements documents and process flows to align business needs with implementation.
- Built and launched a centralized Vendor Overtime Request process in ServiceNow, streamlining billing and approvals and improving spend visibility; drove adoption through targeted rollout and stakeholder engagement.
- Owned quality-assurance and training datasets for analytics and machine-learning use cases, improving data quality and reducing manual effort in incident-to-problem mapping.
- Collaborated across engineering, operations, and vendors while mentoring peers and contributing to broader organizational initiatives.

Data & Analytics Product Owner

Nov 2022–Apr 2025

Enterprise Technology & Services - Workplace Support & Services - Analytics & Insights | Remote

- Led data and analytics product delivery for workplace support services across a 1,500-person organization, owning end-to-end reporting solutions.
- Built Tableau, SQL, and Excel reporting products for ServiceNow incident management and asset operations, improving observability and decision-making.
- Led the full lifecycle of 10+ dashboards in 2023 and 7+ in 2024, from discovery and requirements through wireframes, technical specifications, user acceptance testing, and rollout.
- Designed structured requirements processes - condensed and full product requirements documents, process flows, and technical design checkpoints - improving time-to-market and quality for complex ServiceNow analytics solutions.
- Partnered with development and data teams on clustering-based root-cause analysis and dashboards supporting audit, risk, and compliance in incident and device management.
- Recognized for flexibility, client focus, and first-class service; mentored interns, onboarded new joiners, and represented the firm at university events, hackathons, and internal community initiatives.

Technology Analyst - New York, New York

Aug 2022–Nov 2022

- Completed a four-month global training program covering Unix, C++, Java, Scala, C#, SQL, and Python.
- Designed and implemented a full-stack distributed trading-system web app using Java Spring, Angular, MQ, and CPS; won the trading simulation with a trading algorithm.
- Gathered requirements and built NEPS, a dynamic Indigo form app for product owners to submit Knowledge Base articles to the Global Service Desk knowledge base.

EARLIER EXPERIENCE

BlackBerry - Field Application Engineer Intern | Ottawa | Apr–Aug 2021

Built a miniature self-driving RC car proof of concept on QNX RTOS using C/C++ and QNX Momentics; implemented drivers for two lidars, an IMU, and a PWM board plus decision-making algorithms including a speed-control feedback loop; led Agile development for the co-op FAE team.

BlackBerry - Campus Ambassador | Montreal | Aug 2021–Jan 2022

Represented BlackBerry at Concordia; ran information sessions and a Discord networking and study community.

Genetec - Platform Software Developer Intern | Jan–Apr 2021

Developed C# SDK and GUI features for the Security Center unified IP security system; delivered product backlog items, bug fixes, and unit, system, and manual tests in a Kanban Agile environment using Git.

Ericsson - Service Exploration Software Developer Intern | Aug 2019–May 2020

Built a Kotlin Android app that triggered an IMS cloud security system through NFC for a multi-factor authentication proof of concept with Raspberry Pi; organized an office-wide full-stack IoT smart-foosball tournament broadcast supporting Movember.

Tennis Coach, self-employed | 2016–2021 • Tennis Instructor, Ville de Montréal | 2017–2021

Delivered private lessons and long-term athlete programs, coached players to competitive level, and managed Saint-Laurent's recreational tennis league.

Additional: Pharmaceutical Technical Assistant, Pharmaprix (2017–2020); Science Tutor, Collège Jean-de-Brébeuf (2017–2018); Visual Artist, self-employed (2012–2016).

EDUCATION

Concordia University - B.Eng., Computer Engineering

2018–2022

Cumulative GPA 3.99; Dean's List; Hydro-Québec Electrical and Computer Engineering Department Award; co-op member, Institute for Co-operative Education; Concordia Junior Design QEC delegate; Space Concordia Rocketry avionics software researcher; Stingers competitive volleyball league setter.

Collège Jean-de-Brébeuf - DEC, Health Sciences

2016–2018

R-score 33.498; Distinction Brébeuf; Inter-Collegiate Tennis Team captain; Investment Club VP of finances.

TECHNICAL SKILLS

Languages: SQL, Python, C++, C#, Java, Kotlin, Scala | **Analytics:** Tableau, Power BI, Excel | **Platforms:** ServiceNow, Jira, QNX RTOS | **Development:** OpenCV, Java Spring, Angular | **Delivery:** Product requirements, process automation, stakeholder management

PROJECT

Safe.AI

Apr 2019

Developed an OpenCV/C++ gun-detection proof of concept for security footage that alerted authorities with time, date, and location. Built the XML training-data pipeline for the deep-learning cascade classifier. HackDartmouth V finalist - team of two among approximately 300 competitors. devpost.com/software/safe-ai

AWARDS

1st place, Concordia Programming - Quebec Engineering Competition, Nov 2021

1st place and "Best Engineer," Concordia Junior Design QEC - Nov 2018

Finalist, HackDartmouth V - Apr 2019

Hydro-Québec Computer Engineering Award - Apr 2018

1st place, Hovercraft Design Project Competition - Jun 2020

CERTIFICATIONS & VOLUNTEERING

Certifications: Tennis Canada Instructor (2016); Tennis Professional Association License; Emergency First Aid & CPR; Golden Key International Honour Society; IEEE Concordia Chapter.

Communications Specialist, Tennis Canada - Rogers Cup Masters 1000 | Jul 2017–Jul 2023

Student Mentor, Concordia Institute for Co-operative Education | May 2020–May 2021

Co-Founder, Beacon Case Academy | Feb 2020–May 2021

Board President, Bibliothèque du Boisé | Sep 2012–Dec 2016

LANGUAGES

French: Native or bilingual | **English:** Native or bilingual | **Spanish:** Professional working | **Vietnamese:** Professional working