

Neel Shah

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Profile: Technology leader with 10+ years delivering secure cloud, data, AI and enterprise platforms across public-interest healthcare and financial services. Strong fit for IT service governance and supplier/service management because of hands-on leadership in production operations, stakeholder delivery, cloud/software lifecycle improvement, operational reporting, risk-aware systems and automation.

WHY I AM A STRONG FIT

Public-sector and regulated delivery Leads national healthcare data platforms at CIHI serving federal, provincial and NPO stakeholders; prior financial-services delivery for Goldman Sachs and Manulife.	Service management and operations Experienced with production support, incident resolution, release coordination, uptime/SLA expectations, operational dashboards and governance-minded delivery.
Cloud, software and lifecycle governance Delivered Azure/AWS platforms, Docker/CI/CD automation, cost optimization, environment standardization and scalable data/platform modernization.	Data-driven reporting and decision support Built Power BI and operational dashboards for infrastructure, product and platform visibility; translates technical metrics into leadership-ready insights.
AI, automation and modernization Applies AI/ML, NLP, prompt engineering and automation to improve delivery efficiency, decision support and platform capability.	Leadership and stakeholder confidence Leads cross-functional engineering work, mentors teams, gathers requirements, manages roadmaps and communicates clearly with technical and business stakeholders.

SELECTED EVIDENCE RELEVANT TO THE ROLE

- **Canadian Institute for Health Information:** Leads large-scale health data engineering delivery processing 1B+ data points; supports government, provincial and NPO stakeholders in a privacy-aware environment.
- **CIHI platform modernization:** Led SAS-to-Python/PySpark transformation of CMG Grouper, processing up to 24M records with 200+ parameters in under 60 minutes.
- **Goldman Sachs engagement:** Built credit-risk/fraud policy systems processing 1M+ transactions per hour with PII compliance, auditability, sub-second APIs and P0 incident ownership.
- **Canopy Growth:** Led cloud/software environment modernization across 42 websites and delivered Docker/AWS virtualization that produced \$5M USD annual cost savings.
- **Manulife:** Supported Azure operations across 1,800+ servers with 99.99% uptime expectations and built Power BI dashboards for real-time infrastructure visibility.

POSITION ALIGNMENT

What the role needs	How I match it
IT supplier/service governance and lifecycle management	Experience governing cloud/software platforms, production environments, service reliability, cost optimization and stakeholder delivery.
Operational reporting, analytics and decision support	Power BI dashboards, KPI reporting, data pipelines, analytics automation and leadership-ready technical reporting.
Risk, compliance and public trust	Healthcare and financial-services systems involving PII/PIPEDA-aware design, audit trails, regulated data and high-availability expectations.
AI-enabled improvement and modernization	AI/ML, NLP, automation, prompt engineering, data platforms and modernization delivery across enterprise environments.

CORE TOOLS AND DOMAINS

Tools: Azure, AWS, Databricks, PySpark, Python, SQL, Docker, CI/CD, Power BI, Kibana, Elasticsearch, FastAPI, SAP exposure | **Domains:** Healthcare data, financial services, credit risk, public-sector stakeholders, privacy/compliance, cloud/data platforms, AI/automation

Bottom line: I bring the combination of technical depth, operational discipline, regulated-sector judgment and stakeholder leadership needed to improve IT supplier and service management in a complex public-interest environment.