

Appendix G – Our Project Manager’s Resume

Rebecca Kundrik

Project Manager



Professional Summary

An operations expert who works with clients and technical teams to ensure successful deployment of microtransit services. Strengths include operational data analysis and reporting, financial model development and testing, and client support.

Relevant Experience

RideCo (2019-present)

Project Manager & Operations Analyst

- Communicated with clients to iterate upon the design of RideCo’s services in Cochrane, Alberta (city-wide transit deployment); Calgary, Alberta (first-last mile service); and Guelph, Ontario (on-demand accessible paratransit)
- Oversees reporting and data management
- Monitors driver performance and route metrics to increase quality of service for riders
- Provides general client support and system troubleshooting
- Acted as a primary means of support on three RideCo service launches, two of which are with Pacific Western Transportation in Alberta

Sun Life Financial (2014 - 2019)

Associate Director (2018-2019) & Actuarial Analyst (2014-2018)

- Led pricing development teams, including new product pricing model development, repricing adjustable products, and conducting semi-annual reinsurance reviews
- Oversaw financial reporting, including optimizing reporting processes, c.a.l.m. testing, asset liability modelling, and writing quarterly reports
- Implemented a continuous improvement process that saved the team over 800 hours annually
- Trained team members, including educating them on technical subjects and speaking at multiple actuarial development programs

Highlights

- Oversaw reporting, analytics, and troubleshooting for service launches in 7 cities
- Used performance metrics to iterate upon service design and optimize service model on an ongoing basis for multiple microtransit implementations
- Provided both in-person and remote driver training for system administrators and drivers for three recent launches
- Monitored service performance for multiple microtransit implementations

Core Competencies

- Project management
- Driver training
- Launch oversight
- Business and operational data analysis

Education

- Bachelor of Science in Mathematics, with honors – Statistics specialty