

Darryl Gabriel

Associate Cloud Engineer | Microsoft Azure Certified | Financial Systems Experience

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PROFESSIONAL SUMMARY	Azure-certified IT professional with 20+ years of experience in financial systems support and a recent focus on Microsoft cloud technologies. Skilled in application support, SharePoint administration, and infrastructure testing, with hands-on exposure to Azure services, cloud-native design, automation scripting, and secure system operations. Known for problem-solving, collaborative work ethic, and continuous learning mindset. Eager to contribute to scalable cloud initiatives in a purpose-driven environment like OMERS
CLOUD CERTIFICATIONS & EXPERIENCE	<ul style="list-style-type: none">• Microsoft Certified: Azure Administrator Associate (2024)• Microsoft Certified: Azure Security Engineer Associate (2024)• Microsoft Certified: Azure Solutions Architect Expert (2024)• Microsoft Certified: Azure Cybersecurity Architect Expert (2025)• Completed Microsoft labs in Azure governance, identity, and automation• Familiar with Azure Monitor, Azure Resource Manager, Conditional Access, MFA• Exposure to PowerShell scripting, cloud security policies, and BCP/DR frameworks
TECHNICAL SKILLS	<ul style="list-style-type: none">• Azure Cloud Services: Microsoft Azure (Resource Manager, Azure AD, Azure Monitor, Security Center), Azure Governance• Security: Identity & Access Management (IAM), Conditional Access, MFA, Zero Trust Architecture• Systems: & OS: Windows Server, IIS, Windows 10/11, OS Patch/Upgrades Management, Endpoint Security, Payment & Case Management Systems• Productivity & Collaboration: SharePoint (Admin & Site Owner), Microsoft 365 Suite• Project Tools: Application Testing & Documentation, IT Liaison Workflows, RBC Courses for BA/BSA roles in PMF & SDLC
HIGHLIGHTED PROJECTS & CONTRIBUTIONS	<ul style="list-style-type: none">• SWIFT GPI Tracking & ISO 20022 Implementation – Worked closely with IT to prepare systems, trained end users, and ensured operational compliance.• Assisted Corporate Investigations in recovering fraudulent funds from high-profile wire payment cases.• STP Workflow Collaboration – Partnered with BSA team to develop end-to-end automated processing model.• Windows XP to Windows 10 Migration – Tested legacy applications for OS compatibility; created rollout documentation and training.• SharePoint Administration – Created and managed department SharePoint site; handled permissions, structure, and content updates.• BCP and Disaster Recovery testing the recoverability of critical systems and communicating with both IT Operations teams and Senior Executives on test outcomes

**PROFESSIONAL
EXPERIENCE****Escalation Officer | Royal Bank of Canada | 2021–2023**

- Resolved escalated global wire transfer issues; liaised with internal IT, Treasury, compliance, and international financial institutions
- Led root cause analysis and long-outstanding resolution tracking
- Partnered with various teams to design and test new solutions that addressed operational challenges in the financial services space
- Recovered billions in potential losses due to unresolved wire transfer issues
- Acted as department liaison with IT and project teams for SWIFT GPI Tracking, ISO 20022 and SharePoint-driven initiatives

Investigation Officer | Royal Bank of Canada | 2002–2021

- Investigated and resolved thousands of wire transfer discrepancies, recovering billions in potential losses
- Prioritize and resolve cases based on urgency, financial impact, as well as RBC and client impact.
- Served as the primary contact for high priority clients and payments during daily critical deadlines
- Implemented a new investigation process that reduced resolution time by 30%
- Identified negative trends, contributing to enhanced risk mitigation strategies
- Collaborated with Corporate Investigations to support recovery of fraudulent wire transfers in high-profile cases.
- Collaborated with IT on SharePoint site development and served as admin to support departmental communication and knowledge management.
- Regularly served as backup Escalation Officer from 2013–2020, managing high-risk wire cases and urgent inquiries during 4:00–6:30pm cut-off times daily.

**AWARDS &
ACHIEVEMENTS**

- RBC Royal Performance Award (2021 Q1, 2017 Silver Star, 2014 Silver Star)
- Lean Six Sigma – Yellow Belt Certification
- Lean Six Sigma Hackathon Winner
- Team Excellence Awards (5x Recipient, 9x Nominated)
- Multiple Instant Recognition & Peer and leadership testimonials recognizing technical leadership and service excellence

EDUCATION**Ryerson University Continuing Education Program**

Systems Analysis & Design, Business & Information systems

Seneca College of Applied Arts and Technology

Attended for 2 years the Business Management Certificate Program