

Sharon Dee Kwan

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RELEVANT EXPERIENCE

MASTERCARD

Toronto, ON

Manager, Technical Program & Product Management, RiskRecon & Recorded Future

Jul 2025 - Present

- Lead 0 to 1 launches and strategic programs for RiskRecon & Recorded Future's inaugural post-acquisition joint product in the Third Party Risk cybersecurity and threat intelligence product to maintain the combined annual revenue of \$105M+ in 2026
- Act as Program, Project, and Product Manager to drive strategic alignment and feature prioritization across product and eng for Third Party Risk AI capabilities (vendor assessments & agentic workflows) and Attack Surface Intelligence module overhaul
- Drive leadership alignment on addressing engagement-churn findings, feature trade-off recommendations, and risk mitigation
- Established the post-acquisition TPM team transformation strategy, new RACI structure, and cross-org integration approach

RESTAURANT BRANDS INTERNATIONAL (RBI)

Toronto, ON

Manager II, Tim Hortons, Timsights Web & Mobile App

Jul 2024 - Jul 2025

- Led 0 to 1 launches and feature releases for Timsights web and mobile app that enables 4000+ Tim Hortons' franchisee owners across Canada and US to manage restaurant performance and ops analytics through tools, dashboards, and alerting
- Drove strategic and cross-functional programs to improve system-wide Tim Hortons' restaurant speed of service, customer sentiment (NPS), and franchisee performance year-over-year enabling a 1% increase in Tim Horton's \$1.24B EBITDA
- Built and established the Service Design approach, product lifecycle, operating model, and RACI for a newly constructed team
- Acted as Product Manager, Business Analyst, and Program Manager to prioritize and launch app features to enhance restaurants' performance and operational efficiency that upholds Tim Hortons' 50% contribution to RBI's 2024 \$2.5B EBITDA

PRICEWATERHOUSECOOPERS (PwC)

Toronto, ON

Manager, Products and Technology, New Software Builds

Aug 2022 - Jun 2024

- Launched a grant management web app that drives \$20M+ in FY24 revenue and \$80M+ in projected revenue in 3 years; this tool is the highest revenue generating tool built in PwC CA and enables 10K+ users navigate through the end-to-end grant lifecycle of program set up, application intake, iterative approvals, and funding release of \$1.3B in distributed funds to date
- Acted as Product and Program Manager in a 23-person cross-functional team, including engineering, design, marketing, and strategy, through requirements gathering, prioritization, agile development, design sprints, UAT, and product launch
- Led commercialization discussions and pricing strategy on globally exporting the tool for usage at other global PwC firms
- Realized a 65% savings in development costs through the recommendation of outsourcing efforts to an offshore vendor

TELUS

Vancouver, BC

Product Manager

Feb 2020 - Aug 2022

New Product Introductions - Smart Home Firmware & Hardware

- Launched 6 new Smart Home products and 13 firmware updates for the entire Smart Home hardware suite to mitigate 100% of global supply chain disruptions during the pandemic and onboard 700K newly acquired Smart Home customers
- Led a cross-functional team, including engineering, marketing, sales and installation teams, through hardware assessments, product testing, launch readiness planning, and inventory management to optimize the end-to-end customer experience
- Led leadership alignment discussions on product roadmap and mitigated 11 months of revenue loss by strategically evaluating and securing partnerships with device manufacturers and suppliers, resulting in 0 hardware stop-sells during the pandemic

Smart Home System Integrations, Ops & Sales Expansion to Eastern Canada

- Led the successful delivery of a \$2M post-acquisition system integration that connected the sales portal, Smart Home security platform, and central monitoring station to equip TELUS with 700K incoming new customers migrating from ADT Security
- Drove the end-to-end project management of the \$1M national sales and operational expansion of TELUS Smart Home to Eastern Canada by coordinating operational teams to establish infrastructure, logistics, and customer support capabilities
- Realized \$5M of savings by optimizing lawn sign & window decal production strategy through a new vendor procurement

SAMSUNG

Vancouver, BC

Product Analyst

Apr - Dec 2018

- Involved in defining product roadmaps, features, and GTM plan for a proposed eCommerce platform and IoT initiatives

IQMETRIX

Vancouver, BC

Software Developer

Aug 2016 - Apr 2017

- Developed microservices on .NET to support and test retail management solution software through APIs

EDUCATION

Bachelor of Arts, Political Science | University of British Columbia, Vancouver BC

HK Diploma of Secondary Education | Diocesan Girls' School, Hong Kong SAR