Kevin-Koudbi Lapierre

PROJECT MANAGEMENT | DIGITAL TRANSFORMATION | PRODUCT DELIVERY | BUSINESS OPERATIONS

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SUMMARY

Bilingual business and project management professional with 7+ years of experience across project delivery, business operations, financial services and entrepreneurship. Coordinated a $1.8M commercial redevelopment, scaled a three-location business and managed high-volume client workflows in fintech. Combines stakeholder management and process improvement with hands-on digital product development, business requirements analysis and AI-assisted workflows.

PROFESSIONAL EXPERIENCE

Nesto - nesto.com | Digital mortgage lending fintech — May 2024 - Oct 2026

Mortgage Advisor | Ottawa, ON — Sep 2024 - Oct 2026

- Managed 200+ mortgage opportunities monthly, assessing client needs, prioritizing follow-ups and clarifying financing requirements.
- Tracked client communications, outstanding conditions and next steps in Salesforce; coordinated with underwriting, operations and lenders to resolve documentation gaps.
- Submitted $90M+ in residential mortgage applications; explained financing options and lender policies to support client decisions.
- Reviewed identity, credit reports and financial documents; identified inconsistencies and escalated suspected fraud under internal procedures.

Mortgage Broker Intern — May 2024 - Sep 2024

Brigil - Espace Canevas | Real estate developer — May 2021 - Sep 2023

Commercial Development Manager | Gatineau, QC — Dec 2022 - Sep 2023

- Negotiated 15+ commercial leases generating $50K+ in recurring monthly rental revenue, managing proposals through lease execution.
- Managed tenant relationships and operational requests; created annual event programming with tenants and local partners to attract visitors.

Commercial Coordinator — May 2021 - Dec 2022

- Coordinated a $1.8M, 16-month redevelopment of a 100,000 sq. ft. commercial centre, working directly with the VP and project leadership.
- Tracked budgets, schedules and construction costs; supported budget reviews and approvals with the owner, CFO and board.
- Sourced contractors, coordinated contract awards and municipal permits, and worked with architects, engineers and city officials.
- Tracked construction progress, deliverables and open issues; worked with specialists to resolve obstacles and address tenant needs.

Ke Ola Café Poké Bar Inc. - Radio-Canada | Quick-service restaurants — Sep 2018 - May 2021

Founder & General Manager | Gatineau, QC

- Founded and expanded a restaurant business to three locations, growing monthly revenue from $5K to $40K over three years.
- Recruited 50+ employees over the life of the business, directly managed up to 15 at a time and led staff training.
- Oversaw multi-site service delivery, staffing, finances, suppliers and operating procedures.
- Managed POS systems, online ordering, digital presence, social media and business partnerships.

DIGITAL PRODUCT PROJECTS

Invice - invice.ai | AI client-workflow platform (in development) **2026 - Present**

Founder & Product Builder

- Translate client workflows into use cases, functional requirements, user stories and acceptance criteria for follow-up, document collection and human approvals.
- Maintain the product roadmap and backlog in Linear; prioritize features by business value and delivery constraints, and track dependencies and iterations.
- Use Codex, Claude Code and GitHub for AI-assisted development and prototyping of API integrations and MCP connectors.

MacroBrief - macrobrief.ca | Economic information platform **2025 - 2026**

Founder & Product Builder

- Designed, developed and launched a bilingual economic information platform integrating data APIs, including the Bank of Canada and FRED.
- Used audience feedback, usage data, Google Search Console and Google Ads to guide product improvements and acquisition.

Popera - gopopera.ca | Local events platform **2024 - 2025**

Founder

- Used FlutterFlow for product prototyping and application development.
- Hired and coordinated UI/UX designers and full-stack developers through Toptal; defined scope, managed deliverables and made feature trade-offs.

EDUCATION & CERTIFICATIONS

Université Laval - MBA, Digital Business (part-time) **Planned start 2027**

Université Laval - Bachelor of Arts, Multidisciplinary Studies **Expected Dec 2026**
Economics, public communication and project management.

Relevant coursework: Advanced Project Planning; Project Execution, Monitoring and Control; Agile Methods; Information Systems Project Management; Information Systems and Technology; Finance.

Academic project controls: Earned value management (EVM, CPI/SPI), sprint velocity, burndown/burnup.

Professional Scrum Product Owner I (PSPO I) | Scrum.org | 2026

Former Mortgage Broker Licence | Autorité des marchés financiers (AMF), Québec | 2024-2026

Commercial Real Estate Finance Specialization | Corporate Finance Institute (CFI) | 2023

SKILLS & TOOLS

Project Management & Delivery: Planning, scheduling, budgets, dependencies, risk and issue tracking, stakeholder management.

Business Analysis & Product: Requirements analysis, process mapping, user stories, acceptance criteria, roadmaps and backlog prioritization.

Digital Transformation & AI: Process improvement, AI-assisted workflows, API integrations and MCP (Model Context Protocol) prototyping.

Business Operations & Leadership: Recruitment, staff training, team management, financial performance, multi-site service delivery.

Client Management: Needs assessment, relationship management, commercial negotiation, issue resolution, Salesforce CRM.

Technology & Tools: Linear, Jira, Confluence, GitHub, Codex, Claude Code, FlutterFlow, Google Search Console, Google Ads, Microsoft Excel, Word and PowerPoint, POS systems.

Languages: Bilingual French and English, spoken and written. Canadian citizen.