APPLIED AI AND PRODUCT LEADERSHIP

Errol Stewart

Applied AI Engineer and Technical Product Lead

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Five years spanning machine-learning forecasting, AI-assisted fintech engineering and applied AI product delivery. Leads AI product work at Intact Financial and builds the voice-first LolaLingo platform as an independent staff engineer.

50% **improvement in incident resolution**

Atlas Resolve | Measured before and after introducing the AI workflow

PROFESSIONAL EXPERIENCE

Intact Financial Corporation

Sep 2024 - Present

Software Developer

AI technical product lead responsibilities since February 2026 | Commercial Lines

- **Lead technical product direction** for Atlas Lab, translating incident-resolution opportunities into priorities, interactive roadmaps and AI demonstrations for leadership.
- Designed **Atlas Resolve**, an agentic incident-resolution workflow: a Java-scheduled batch analyzer passes ServiceNow ticket context into automatically initiated Devin sessions.
- Enabled Devin to investigate GitHub source code and lower-environment databases, returning **confidence-scored root-cause findings** and proposed data fixes for developer review.
- **Improved incident resolution by 50%**, supported by before-and-after operational metrics; developers can continue the AI investigation or execute reviewed data fixes.
- Built **AWS-hosted interactive roadmap web applications** and an Atlas character-led document assistant, allowing leaders to explore technical plans through natural-language questions.
- Diagnose production issues across commercial-lines Java, Angular, Oracle PL/SQL and Kubernetes environments.

LolaLingo

Oct 2025 - Present

Staff Software Engineer, Applied AI

Independent venture | Voice-first language learning

- **Own architecture and hands-on delivery** across web and mobile using React Native, Expo, Node.js and Express.
- Integrated **LLM APIs, speech-to-text and text-to-speech** for conversational learning using OpenAI and ElevenLabs services.
- Built cloud application flows with AWS Lambda, API Gateway, CloudFront, S3 and MongoDB, connecting frontend delivery, backend APIs and user data.
- Implemented authentication and Stripe subscription workflows; developed Google Play purchase verification and restoration in the development environment.

Experience and technical depth

Propel Holdings

Jan 2023 - Jun 2024

Senior Technical Analyst (BI Developer) | Finance Data and Analytics

- Designed MySQL stored procedures and reporting tables that identified unbilled loan revenue, contributing to a **$1M P&L improvement**.
- Developed Python CLI and Tkinter applications for SQL-driven financial workflows with Copilot-assisted development. Seven-plus audit tools reduced quarterly audit effort from **120+ hours to 60 hours**.
- Built **5+ production Power BI models**, owning SQL extraction, data modeling, visualization and cloud publishing for a fintech business.
- Reduced financial-results download time **by 80%** using Java and Selenium to automate NetSuite data extraction.
- Created VBA and SQL tools that generated **36 months** of formatted reports for nontechnical finance users.

Bell Canada

Sep 2017 - Dec 2022

Finance Manager | Data Analytics and Special Projects

- Contributed to machine learning (ML) forecasting for prepaid finance revenue during the **final 18 months** of the role, supporting data preparation, feature engineering and model evaluation.
- Supported evaluation of ARIMA, regression and XGBoost forecasting approaches for service-revenue planning.
- Deployed 4+ Alteryx analytical applications using SQL across datasets covering **6M+ customers**, with self-service workflows and Python-generated emails.

TECHNICAL CAPABILITIES

Applied AI Agentic incident analysis, Devin, ServiceNow, human-reviewed remediation, LLM APIs, conversational AI, speech-to-text and text-to-speech

Engineering Python, Java, JavaScript, SQL, React Native, Expo, Angular, Node.js, Express, REST APIs

Cloud and data AWS Lambda, API Gateway, CloudFront, S3, MongoDB, Kubernetes, Power BI, Alteryx, MySQL, Oracle PL/SQL

Product delivery Roadmaps, requirements, prototyping, stakeholder communication, incident management, GitHub, CI/CD

EDUCATION AND CREDENTIALS

Georgia Institute of Technology | Master of Science in Computer Science, in progress

Brock University | Bachelor of Financial Economics, Honours

Obsidi Academy | Full-time Java and full-stack development bootcamp

AWS Solutions Architect - Associate (SAA-C03) | Passed CFA Level II