

Dustin Faraco

Delivery & Transformation Leader | Financial Services | Program Governance | AI Enablement

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SUMMARY

Delivery and transformation leader with nearly 20 years in institutional financial services and consulting. At RBC Investor Services, ran digital product delivery for a global institutional client portal serving 250,000+ users: a ~\$3M CAD annual budget, 5–10 concurrent projects, a team of 8 project managers, and cross-functional teams of engineers, QA, UX designers and business analysts. Moved PMP-trained teams to Agile and ran bi-weekly executive steering committees. Now co-founder of Elevate Group Consulting, serving about a dozen clients and cutting task time by up to 75% with AI automation.

CORE COMPETENCIES

Program & Portfolio Delivery • PMO & Team Leadership • Delivery Governance & Executive Steering Committees • Budget & Financial Management • Vendor Management (MSAs, SLAs, OKRs) • Agile & Hybrid Delivery • Agile Transformation • Client Relationship Management • Incident Escalation & Root Cause Analysis • AI Transformation & Automation • KPI & Performance Measurement • Asset Servicing, Custody & Reconciliation • Regulatory Assessment (RPAA)

PROFESSIONAL EXPERIENCE

Elevate Group Consulting, Toronto

Co-Founder & Managing Partner

May 2023 – Present

- Built a consulting firm serving about a dozen clients, with 6 active engagements and a focus on AI and automation.
- Lead regulatory assessments for 3 Canadian payment service providers under the Retail Payment Activities Act (RPAA), spanning policy review, gap assessment, and business process and operational design.
- Design and deploy agentic AI solutions that automate data capture from identification and legal documents, financial reconciliations, and first-line customer service (chatbots and agentic email replies).
- Reduced client teams' time on tasks such as reconciliations by up to 75%.
- Advise executives on AI adoption, prioritizing use cases and building measurement frameworks that quantify the business value.
- Own engagements end to end, from scoping and proposals through delivery and change management.

Binance Canada, Toronto (Remote)

Solution Delivery Manager

Sep 2022 – Apr 2023

- Helped launch Binance's Canadian platform by implementing a third-party custody solution, integrated into the enterprise technology stack to meet Canadian regulatory requirements.
- Integrated a fiat on-ramp/off-ramp with a Canadian bank and a leading payments provider, removing barriers for Canadian users to access digital assets.
- Integrated a third-party books-and-records system into the Canadian technology stack via APIs.
- Set up real-time Kafka data feeds to a market surveillance partner to meet anti-money laundering requirements.
- Produced technology architecture diagrams for regulators and senior stakeholders demonstrating the functional independence of the Canadian business.

RBC Investor Services Trust, Toronto

Apr 2007 – Sep 2022

15 years, promoted from client representative to director

Director, Solution Design & Execution

Jan 2022 – Sep 2022

Associate Director, Solution Design & Execution

Mar 2019 – Jan 2022

- Owned digital strategy and governance for RBC Investor Services' global institutional client portal, serving 1,000+ institutional client relationships and 250,000+ users with analytics and BI products.
- Managed 8 project managers, each owning a portfolio of IT projects, and led co-located, cross-functional teams of software engineers, QA, UI/UX designers and business analysts; coached the PMP-trained project managers through the shift to Agile.

- Managed a ~\$3M CAD annual budget covering digital products, services and vendor MSAs/SLAs, with spending authority under the Delegation of Authorities.
- Set priorities across 5–10 concurrent projects and reported budget and program status to executives through bi-weekly steering committees.
- Defined SLAs and OKRs with technology partners and aligned their roadmaps with RBC priorities to improve service and reduce costs.
- Used revenue, cost and profitability data to prioritize client-experience improvements, coordinating Legal, Tax, IT, Operations (cash, trade, FX) and global AML/KYC teams.
- Served as escalation point for production incidents, leading root-cause analysis, vendor remediation and post-mortems.

Manager, Service Assurance

Dec 2015 – Mar 2019

- Designed KPI and measurement frameworks giving real-time visibility into processing health, cutting processing times by 35% and breaks by 50%.
- Managed a book of 15 institutional clients, including pension plans, fund manufacturers and banks, representing ~\$25M CAD in annual revenue.

Senior Client Representative *(multiple roles)*

Apr 2007 – Dec 2015

- Managed a book of five leading asset manager clients generating ~\$15M CAD in annual revenue, acting as trusted advisor and subject-matter expert.
- Specialized in complex securities transactions, including legal restrictions and estate and legal structures.

CERTIFICATIONS

- Certified Scrum Product Owner (CSPO), Scrum Alliance (earned 2018)
- Securities Transfer Association of Canada (STAC) Certificate

LEADERSHIP & COMMUNITY

- **Chair, Diversity Leadership Council**, RBC Investor Services
- **Treasurer, Board of Directors**, Metropolitan Toronto Condominium Corporation No. 678 (May 2025 – Present)