

Michael Sumner

Senior Business Analyst

Ontario, CA, United States | [LinkedIn](#)

Senior Business Analyst with 25+ years of experience translating complex business and operational challenges into practical solutions across critical infrastructure, transit, financial services, and automotive sectors.

EXPERIENCE

Information Security Governance Consultant

Pragmentum Inc

Jul 2025 — Present

Whitby Ontario (Greater Toronto Area)

Building an independent advisory practice focused on business, process, and information security analysis for SMB and MSP. Working along side business owners, MSP, and cyber insurance brokers to remove friction in cyber insurance readiness, prioritize information security program governance improvement, and enhancing project clarity and velocity.

Information Analyst

Alithya at Ontario Power Generation

Feb 2019 — May 2025

Greater Toronto Area

Embedded within Ontario Power Generation supporting OT cybersecurity governance, operational process improvement, and tool development across critical infrastructure. Delivered a custom OT asset tracking application replacing manual spreadsheet processes, established lifecycle management for operational technology laptops, modernized endpoint protection while maintaining operational continuity, and strengthened identity governance and cybersecurity documentation standards.

Business Analyst

Metrolinx

Feb 2014 — Feb 2019

Greater Toronto Area, Canada

Full-time Business Analyst within a provincial transit agency supporting enterprise technology initiatives across business, IT, security, operations, and vendor teams. Transformed cybersecurity assessments and strategic recommendations into a prioritized enterprise roadmap, translated complex business needs into functional specifications across multiple domains, and coordinated successful solution implementations while managing dependencies and stakeholder impacts across concurrent initiatives.

Business Analyst

Financial Services Sector

Nov 2007 — Apr 2013

Toronto, ON

Contract-based business analysis engagements across major Canadian banking institutions. Led requirements analysis and use case development for web, mobile, and kiosk channels, supported complex system integrations spanning online banking and enterprise customer platforms, and acted as liaison between business stakeholders and offshore development teams while supporting solution validation and UAT.

Business Analyst and Business Systems Analyst

Tier 1 Banks

Apr 2002 — Jan 2014

Toronto

Business analysis engagements across major Canadian banking institutions supporting web, mobile, and enterprise platform initiatives.

Led requirements analysis, use case development, and wireframe documentation across online banking, credit card fulfillment, compliance automation, and enterprise customer data platforms. Supported complex system integrations spanning card product platforms, enterprise customer infrastructure, and retail banking data warehouse expansion. Acted as primary liaison between business stakeholders and offshore development and QA teams, ensuring clear translation of business intent and consistent delivery quality across distributed teams.

Business Systems Analyst / Technical Lead

General Motors Canada

Apr 2002 — Nov 2007

Oshawa, ON

Supported enterprise retail and dealer systems across a complex multi-vendor environment. Designed and specified a complex sales incentive automation system that resolved recurring financial exposure and remained in production for over 20 years. Led Retail CRM strategy and quality assurance, enabled reliable integration across dealer and corporate systems through common transaction standards, and represented GM Canada on North American automotive standards committees.

Business Analyst | Application Developer | Help Desk Supervisor at EDS

A Few

Jan 1986 — Dec 2002

Ontario, Canada

Early career spanning business application development, client/server systems, enterprise service delivery, and help desk leadership. Led an 8-person help desk team and specified a custom enterprise ticketing system establishing structured service management. Developed business applications across GM Marketing and Sales systems before transitioning into support leadership and full lifecycle application development.

CERTIFICATIONS

SailPoint Identity Security Leader Credential, SailPoint

Sep 2025

Certified Information Security Manager (CISM), ISACA

SKILLS

Leadership · SDLC · Requirements Gathering · Business Process · Software Development · Software Documentation · Systems Analysis · Management · Integration · Business Intelligence · Data Migration · Business Requirements · Vendor Management · Software Project Management · Requirements elicitation and documentation · Business rules definition · Use cases and use case models · Business cases and options analysis · MS Office · Visio · SharePoint · ServiceNow · Remedy · WordPress · Generative AI · Enterprise cybersecurity · Identity governance · Test strategies and case development · Service management