

BRUCE ROSS

Group Head, Technology & Operations
RBC



BIOGRAPHY

Bruce Ross, Group Head of Technology & Operations, is responsible for the strategy and overall management of global technology and operations for RBC's five businesses, including applications development, infrastructure and enterprise operations. As a member of the Group Executive, Bruce is one of 10 executives responsible for setting the overall strategic direction for Canada's biggest bank. He is also a member of the Group Operating Committee, which is responsible for leading operations across the Bank.



Since joining in 2014, Bruce has spearheaded a transformative technology strategy, playing an instrumental role in delivering on RBC's ambition to become the #1 digitally enabled relationship bank. He is passionate about investing in top tech talent to drive key imperatives for RBC. These include leveraging data and insights to drive value for clients, executing large and innovative technology programs, keeping RBC and clients safe with a world-class cybersecurity strategy, and investments in emerging technologies.

Bruce is a seasoned leader with more than 30 years of technology and business experience. Prior to joining RBC, he was General Manager, Global Technology Services, North America at IBM. He facilitated the long-term operational and business direction for the organization as a member of their Strategy and Performance teams. Throughout his tenure, Bruce held increasingly senior roles in a number of international key markets for IBM, providing thought leadership and strategic counsel to financial institutions globally. Key roles included General Manager, Global Technology Services for Europe, and General Manager and President for IBM Canada.

Bruce is a professional engineer and a graduate of the University of Western Ontario. He is active in a number of business and community organizations in Canada such as the United Way, and serves as a Board Member for both the International Board of Advisors as well as the University of Western Ontario.

Bruce is on LinkedIn - you can follow him [here](#).