



Brian J. Sebastian

LEAN SIX SIGMA BLACK BELT |
BUSINESS PROCESS ENGINEER

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PERSONAL SUMMARY

Brian Jeff Sebastian is an accomplished Business Process Engineer and Lean Six Sigma Black Belt professional with extensive experience leading enterprise transformation initiatives across regulatory, financial, and advisory sectors. His career spans roles in operations, consulting, and digital transformation, including work at Ontario Securities, American Stock Transfer, Shorecrest Group, Laurel Hill Advisory Group, and Computershare.

He specializes in Business Process Management, Lean Six Sigma, Business Architecture, and Organizational Change Readiness - bringing a structured yet human-centered approach to transformation. Brian has successfully delivered CRM stakeholder engagement and regulatory operations on Microsoft Dynamics 365, designed target operating models, facilitated cross-divisional process discovery, and guided clients through capability maturity assessments.

With a Black Belt in Lean Six Sigma and a deep understanding of both Agile and Waterfall methodologies, Brian integrates data-driven process optimization with strategic change management to help organizations bridge the gap between current and future state performance.

CORE COMPETENCIES

BUSINESS ARCHITECTURE & STRATEGY

Capability Mapping & Maturity Assessment Target.
Operating Model Design.
Business Case Development & Benefits Realization.
Strategic Alignment & Performance Frameworks.

PROCESS IMPROVMENT & LEAN SIX SIGMA

DMAIC Methodology Application.
Value Stream Mapping & Process Time Studies.
Root Cause Analysis & Continuous Improvement.
Process Failure Mode and Effects Analysis.
Standard Operating Procedure Design.

DIGITAL TRANSFORMATION & TECHNOLOGY

Microsoft Dynamics 365 (Customer Service, Customer Insights, Marketing).
CRM and Stakeholder Engagement Platform Development.
Fit-gap Analysis & System Capability Mapping.
Agile and Waterfall delivery models.

DATA, REPORTING & ANALYTICS

KPI design & Process Measurements
Time, Capacity, and Resource Utilization Analysis.
Benefits Tracking & Performance Dashboards.
Power BI and Excel-based reporting

LEADERSHIP & CONSULTING

Executive facilitation & Stakeholder Engagement Program and Project Management Oversight.
Team Leadership, Coaching, and Mentorship.
Client Advisory & Transformation consulting.

CAREER HISTORY

PLATFORM MANAGER - BUSINESS PROCESS ENGINEER

2019 - Present

Ontario Securities Commission

Leads enterprise process transformation and CRM modernization using Lean Six Sigma, BPM, and Dynamics 365. Designed and implemented the OSC's stakeholder engagement platform and regulatory platforms driving measurable gains in efficiency and collaboration.

OPERATIONS MANAGER, CORPORATE ACTIONS & INVESTOR RELATIONS

2016 -2019

American Stock Transfer (now TMX Trust)

Directed high-volume corporate action operations with a focus on accuracy, regulatory compliance, and client experience. Implemented Lean Six Sigma frameworks to reduce process time and operational risk across securities transfer and investor services.

DIRECTOR, PROGRAM & STRATEGY MANAGEMENT

2014 - 2016

Shorecrest Group

Served as the Lead Business Architect, designing integrated operating models for proxy solicitation, depository, CRM, and escrow services. Built the firms process maps that supported automation, risk reduction, and improved response time in high-volume transaction environments.

MANAGER, SHAREHOLDER SERVICES

2012 - 2014

Laurel Hill Advisory Group

Developed and optimized the firm's shareholder engagement and corporate action processes. Delivered operating models and process maps that supported automation, risk reduction, and improved response time in high-volume transaction environments.

PROJECT MANAGER, CORPORATE ACTIONS

2010 - 2012

Computershare Investor Services

Managed complex corporate action events and executed a Lean Six Sigma project for corporate action taxation, enhancing operational efficiency and data reconciliation accuracy.

BRIAN J. SEBASTIAN - PROCESS FRAMEWORK

From Insight to Impact - Turning Change into a Continuous Journey

Discover What's Really Happening

In the Measure phase, data replaces assumption. Teams capture how processes truly function through process mapping, time studies, and KPI measurement to quantify capacity, quality, and utilization. The goal is to confirm where challenges exist, validate pain points through evidence, and create a baseline that empowers data-driven decisions moving forward.

Design What's Next

The Improve phase shifts from analysis to action by designing, testing, and refining future-state processes and systems. Using Agile principles, teams translate insights into user stories, validate solutions through prototyping and testing, and embed change through active stakeholder engagement. The objective is to implement solutions that are practical, measurable, and embraced across the organization.



Set the Stage for Change

The Define phase establishes clarity and direction by identifying organizational purpose, stakeholder needs, and success measures. Through techniques like SIPOC analysis, capability mapping, and maturity assessment, team build a shared understanding of the current state, define the problem statement, and align leadership and staff around a common vision for transformation.

Find the Why Behind the What

The Analyze phase transforms data into insight by uncovering the true drivers of inefficiency and risk. Through tools such as root-cause analysis, modified FMEA, and FITGAP assessments, organizations evaluate how well systems and processes align with business capabilities. This phase prioritizes opportunities with the highest impact and lays the foundation for the target-state design.

Keep the Momentum Going

The Control phase ensures that improvements are sustained and continuously enhanced. Organizations establish governance, performance dashboards, and capability-based roadmaps to track progress and reinforce accountability. This phase transforms change into a habit - embedding continuous learning, measuring long-term impact, and evolving maturity over time.