

Neil Mitchell

Project Manager II - Applied AI/ML Engineering | TD Bank Group

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PROFESSIONAL SUMMARY

Project and delivery leader coordinating applied AI/ML engineering work that supports TD Insurance. Experienced translating complex business and technical objectives into structured plans, clear ownership, and visible priorities, risks, dependencies, and milestones. Brings seven years of insurance context across claims, vendor operations, digital servicing, product and regulatory work, and Guidewire-based platforms.

WORK EXPERIENCE

Project Manager II - Applied AI/ML Engineering

AI2, TD Bank Group | 07/2026 - Present

Supporting TD Insurance

- Lead planning and execution for applied AI/ML engineering work supporting TD Insurance.
- Coordinate priorities, dependencies, risks, decisions, and milestones across engineering and business workstreams.
- Manage work through a Kanban model, maintaining clear ownership and visibility across active priorities.
- Partner with engineers, senior leaders, product partners, data specialists, and business teams to turn objectives into actionable delivery plans.
- Support implementation, integration, testing, validation, production readiness, monitoring, and operational handoff.

Senior Product Analyst

GIJ, TD Insurance | 08/2025 - 07/2026

Strategic Product & Regulatory Knowledge (SPARK)

- Shaped high-level product requirements and feature definitions for Guidewire PolicyCenter initiatives, including AI RSP and DASH.
- Coordinated scope, sequencing, acceptance criteria, and ownership across multiple workstreams.
- Partnered with business analysts and platform teams to prepare implementation-ready stories.
- Managed product, technology, and data trade-offs while contributing to roadmap planning and delivery readiness.

Senior Product Analyst

GII, TD Insurance | 02/2024 - 08/2025

Digital Service Performance (MyInsurance)

- Owned high-level product requirements and feature definitions for customer servicing journeys within MyInsurance.
- Led backlog refinement and story shaping with business analysts.
- Coordinated work across teams and prepared MyInsurance enhancements for release.
- Managed sequencing and risk with technology and operations partners while building deep knowledge of digital insurance servicing.

Vendor Analyst II

CFLVS, TD Insurance | 04/2020 - 02/2024

Vendor Management Office (VMO)

- Managed an enterprise Accounts Receivable process on a quarterly cadence, processing 80,000+ invoices totaling \$55MM+ in outstanding payments.
- Designed and implemented VBA automation pipelines for data aggregation and reconciliation, improving cycle time and accuracy.
- Led weekly progress and delivery reviews with stakeholders across multiple business lines.
- Recognized as a TDI All Star recipient in 2022 for delivery excellence and stakeholder leadership.

Claims Advisor

CFLVS, TD Insurance | 04/2019 - 04/2020

Claims Response Office (CRO)

- Handled inbound FNOL and outbound accident benefits calls, opening exposures and preparing claims for initial adjuster contact.
- Built foundational knowledge of claims intake workflows, accident benefits processes, and operational handoff to adjusting teams.

CORE PRODUCT & DELIVERY SKILLS

Applied AI/ML Delivery | Project Management | Kanban | Product Ownership & Backlog Shaping | Cross-Team Delivery Leadership | Scope & Risk Management | Stakeholder & Executive Communication | Roadmap & Milestone Planning | Requirements Engineering & Acceptance Criteria

TECHNICAL SKILLS

AI & Automation: LLM and agent workflows, OpenAI and Anthropic API integration, prompt and tool design, AI-assisted development (Codex and GitHub Copilot), Python and VBA automation
Development: Python, TypeScript/JavaScript, Kotlin, Java, C#, C++, VBA, Lua; Next.js, React, FastAPI, Jetpack Compose, GitHub Actions, Docker, Vercel
Enterprise & Data: Guidewire PolicyCenter, ClaimCenter, BillingCenter; Jira, Confluence, GitHub; SQL, PostgreSQL, MySQL, Microsoft SQL Server, Azure SQL, SQLite, Excel, Access, Tableau

INTERESTS

Sports | Fitness | Travel | Family | Product Strategy | Software Development | Community Volunteering | Mentorship | Disability & Inclusion