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Eleanor Evans is Vice-President Operations, for Fidelity Investments Canada ULC. In this capacity she is responsible for leading all aspects of business, personnel, and financial development related to the operations teams within the Client Services division. In the past couple years; Eleanor has played a key role in leading teams through various electronic transformation initiatives across Fidelity (eDelivery; eMigration; eSignature) achieving pre-established targets. More recently Eleanor has spearheaded Fidelity Canada's pilot in adopting Robotics Process Automation (RPA). Eleanor has been with Fidelity for over 10 years and has held leadership roles in Operations, Information Security and Project Governance. Eleanor graduated with a BA, LLB and MBA and has over 20 years work experience in Financial Services, Information Technology and Management Consulting specializing in Operations, Strategic Planning, Process Improvement, Project Governance and Risk Management practices. Prior to joining Fidelity, Eleanor has worked for TD Canada Trust, AGF and PricewaterhouseCoopers. She is member of IFIC's Operations Working Group and FundServ's Manufacturers Advisory Council.