THOMAS BARCIER

TRADE COMPLIANCE | CLIENT ADVISORY | AI-ENABLED OPERATIONS

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PROFESSIONAL SUMMARY

Trade compliance and operations professional with 20+ years at the Canada Border Services Agency, 12+ years in client advisory roles, and more than one year of hands-on prompt engineering and AI-enabled workflow design. Experienced in customs and commercial documentation review, risk-based screening, regulatory decision-making, staff and client briefings, and translating operational problems into tested requirements. Combines public-sector judgement, commercial relationship skills, and a product-superuser mindset.

CORE EXPERTISE

Trade and Import/Export Compliance | Risk Screening and Adjudicative Decisions | Regulatory Interpretation | Compliance Documentation | Client Briefings and Q&A | **Prompt Engineering** | AI Workflow Design and QA | Product Feedback and User Adoption | Independent Project Delivery | Stakeholder Communication

AI AND OPERATIONAL TECHNOLOGY PROJECTS

Independent Project Lead | **Real Estate and Business Operations** | Kingston, Ontario
2025 - Present

- **Prompt engineering:** Designed and iterated structured prompts, decision rules, output schemas, and review steps for lead qualification, exact-value capture, next-step recommendations, summaries, and agent handoffs.
- **Workflow and product design:** Interviewed users, mapped operational workflows, and translated them into requirements, permissions, acceptance criteria, and test cases for an AI-assisted transaction operations platform.
- **Quality controls:** Applied human review, evidence requirements, exception handling, defect reproduction, and regression testing to reduce unsupported outputs and prevent automation from bypassing business rules.
- **Data reconciliation:** Built an AI-supported financial workflow for statement ingestion, transaction classification, duplicate detection, transfer exclusions, and unresolved-item review with traceable decisions.

PROFESSIONAL EXPERIENCE

Border Services Officer | **Canada Border Services Agency** | Lansdowne, Ontario
May 2005 - Present

- Interpret and apply federal customs, immigration, and related border legislation, policies, and procedures in operational decisions involving people, goods, conveyances, and commercial activity.
- Review declarations, commercial records, identity information, and supporting documentation; identify discrepancies, assess risk, and decide whether examination, referral, enforcement action, or release is warranted.
- Document decisions and enforcement actions clearly, explain requirements and outcomes to stakeholders, and manage sensitive or ambiguous matters accurately under time pressure.

SELECTED LEADERSHIP AND SPECIALIST ASSIGNMENTS

- **Acting Commercial Superintendent | November 2023 - January 2025:** Directed daily commercial operations, assigned work, supported officers, delivered briefings, and ensured decisions aligned with legislation, policy, and operational priorities.
- Supported implementation of the CBSA Assessment and Revenue Management system, including late-stage testing, frontline guidance, and a payment-processing change that addressed an operational gap.
- Completed specialised assignments with the Vehicle and Cargo Inspection System unit, Contraband Detection Unit - Commercial Operations, and Border Watch Line; evaluated tip information, verified available data, documented credibility and relevance, and referred matters when policy thresholds were met.

Real Estate Broker and Client Advisor | Real Brokerage and Prior Brokerages | Eastern Ontario
December 2013 - Present

- Advise buyers and sellers through high-value, deadline-driven transactions, translating contracts, market information, regulatory duties, and risk considerations into clear options and recommendations.
- Lead client consultations, prepared presentations, negotiations, and unscripted question-and-answer discussions, including difficult conversations where expectations, evidence, and next steps must remain clear.
- Draft and review agreements, disclosures, conditions, and supporting records for accuracy, completeness, and compliance with Ontario real estate requirements and brokerage procedures.
- Build long-term commercial relationships through consultative service, needs discovery, negotiation, follow-through, and repeat and referral business.
- As a former Productivity Coach, delivered workshops and one-to-one coaching on business planning, client communication, documentation quality, systems, and process adherence.

ADDITIONAL QUALIFICATIONS

- **Writing and briefings:** Clear decision records, operational guidance, compliance documentation, client communications, workshops, and structured analytical summaries.
- **Technology:** ChatGPT, OpenAI Codex, GitHub, Notion, Microsoft 365, Google Workspace, Excel, CARM, workflow automation, dashboards, acceptance testing, and structured data review.
- **Security and licence:** Government of Canada Secret security clearance and Ontario Real Estate Broker licence.

EDUCATION

Real Estate Broker Program, Humber College (2021)
Real Estate Salesperson Program, Ontario Real Estate Association College (2013)
Police Foundations Diploma, St. Lawrence College (2006)