

Bernard Truong



As a seasoned business leader, Bernard is currently Head of Third Party Risk Management at National Bank.

Bernard grew up in Paris and came to Montreal for his college education. He started his career in the retail industry with well known organizations such as Toys R Us in Toronto, Holt Renfrew and LensCrafters in Montreal before he was recruited by USC Consulting Group based out of Chicago where he had the opportunity to manage major projects for several of the top 500 companies (Coca-Cola Bottling, Magna, Emco, Wipak Technologies, Patterson Group to name a few).

Throughout his 30 years of professional career, Bernard played leading roles in some of Canada's largest organizations, ranging from Operations Support, Billing Management, and IT Operations to Logistics. Prior to joining NBC, Bernard was Director, National Reporting at Rogers Communications. He previously served in a senior managerial role within Microcell Solutions (Fido) a major wireless provider - acquired by Rogers Communications Inc., holding the position of Billing Director, responsible for all strategic and tactical decisions made in the area of Billing Management (consumer, wholesale and roaming). He was also previously Vice-President of operations, sales and marketing at "Les Residences Allegro", one of Canada's largest retirement homes network. Bernard also held the position of VP & Region Director of Logistics at Coca-Cola Enterprises, where he managed the supply chain, leading all of Canada's 122 warehouses and distribution centres.

Bernard had interaction with all aspects of operations in various industries from customer service to executive management, earning the respect and trust of both ends of the spectrum at the personal and professional levels. During his years at Fido, Bernard was appointed to the Executive Council of the Global Billing Association (GBA), and was Guest Speaker several times at the Billing World conference. He has been invited as panelist and keynote speaker in recent expert forums on 3rd party risk management in Mexico, China and North America. Bernard co-chairs of the concentration risk committee for Canada DSIBs.

Bernard is Chair on the Board of Le CAP (Centre d'Apprentissage Parallèle de Montréal), a not for profit organization helping individuals with mental health challenges, as well as a member of the AARC (Allocations and Agency Relations Committee) for United Way of Greater Montreal.

Bernard holds a Bachelor degree in Sciences from the University of Montreal and an Executive MBA from McGill - HEC Montreal. He also holds the advanced designation of Certified Outsourcing Professional (COP-Gov) from the IAOP.