Naveed Farahani

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Education & Awards

BASc. with Honours, Chemical Engineering | University of Toronto St. George **Sept 2016 – Apr 2021**

- Minor in Bioengineering
- CGPA: 3.6
- Recipient, **President's Entrance Scholarship** for academic excellence - 2016
- Recipient**, Dean's Honour List** for academic excellence – 2016, 2018, 2019, 2020, 2021

Work Experience

Deloitte | Business Analyst, Systems Engineering **Sept 2021 – Current**

- Engagement with Canadian Insurance Client | Sept 2021 – Dec 2021
  - Worked with an international team to successfully implement Salesforce per client's specifications.
  - Ensured project delivery timelines by maintaining JIRA board (i.e., tracking user story progression, documenting key decisions, managing open issues, etc.), and developing weekly status updates for program leadership
  - Performed duties under Functional Lead including creating new user stories and coordinating 10 Knowledge Transfers between firm's development team and client's internal developers in a 2-week period
  - Generated potential business opportunities by translating client comments into applicable Salesforce use cases and creating deck for future pitches
- Engagement with Canadian Financial Institution | January 2022 – Current
  - Part of working team aiming to deliver on several projects for a client considered by the firm to be a key partner
  - Participated in project with mandate to help stand-up client team capable of improving adoption of a recently implemented testing tool
    - Created surveys and led workshops for working- and leadership level audiences across 5 lines of business (LOB) resulting in an accurate quantitative and qualitative assessment of each LOBs adoption maturity and unique challenges
    - Developed and implemented an objective assessment framework/scoring system to identify and prioritize 150 applications for future tool adoption, producing roadmaps for each LOB. Led Knowledge Transfer sessions to hand-off framework to client teams for future assessments.
  - Providing project management support for project with mandate to automate client processes, by socializing project status, flagging potential risks, and acting as a point of contact between client and contracted developer
  - Assisting overall account management by monitoring status of 10+ projects, scheduling internal and client meetings, generating proposal decks/SOWs, and other ad-hoc requests to ensure that team is maximizing potential sales opportunities for the firm
- Member of the Systems Engineering Wellness Committee
  - Coordinated and managed Walking Challenge with 70 participants; answering any questions pre-challenge, sending weekly motivational messages, tracking scores, and socializing the final standings
  - Attend bi-weekly touchpoints with other committees, providing updates and communicating with co-workers to ensure alignment across the teams.
- Member of System Engineering's Design Lab
  - Part of initiative to develop the practice's overall programming skills
  - Achieved Mendix Rapid Developer certification and applying new knowledge to jointly create a Resource Portal for the Design Lab using Low Code
- Member of Deloitte's Green Champions Network
  - Team Lead for research group working to identify AI-based solutions to improve Deloitte Canada offices' energy consumption to meet the firm's Science Based Targets
    - Identified key metrics and utilized to create framework to objectively score each solution
    - Currently in progress
  - Organized a Deloitte GTA Park Clean Up Event under the City of Toronto's Clean Toronto Together campaign, resulting in 50+ participants collecting over 700 pounds of waste from the city's Gateway Greenbelt.

CIBC | Analyst, Enterprise Process Management **May 2019 – July 2020**

- Worked on several efforts within department-wide business transformation project to analyze employee roles

- - Facilitated team of 6 data collectors by scheduling visits, developing collection standards, and hosting review sessions, resulting in 68 days of data, enabling analytics using Excel and VBA to quantify employee workloads by value add/non-add categorizations.
    - Interviewed client-facing employees and collaborated with team members to develop CTQs, used to drive identification of opportunities for improvement within the project's scope.
    - Aided in deck development and presentation of current role capacities and potential redistributions to senior management, which contributed to the initiative's 5% YOY increase in surveyed clients' satisfaction.
  - Assisted with identifying potential areas of automation within banking processes
    - Conducted current state analysis of a major-interfacing product journey without support of a SME by leveraging company database and team knowledge, which led to a 4-part process map. Presented to senior management potential redundancies and pain points that require further review to develop estimated savings
    - Supported initiative to overhaul various banking centre forms. Formulated metrics to funnel from 81 potential automation candidates to 24, which were explored on a SIPOC level. Conducted cost-benefit analysis and presented viable options to project manager.
  - Displayed initiative by requesting ad hoc roles within other projects.
    - Supported on several data analytics tasks including stratifying over 300 client complaints into key areas for improvement, and testing viability of theorized alternatives as part of a significant cost reduction project
  - Served as Member of Spirit Committee for office's 30+ team members
    - Coordinated and led Spirit events including monthly socials, group lunches, and various seasonal activities to promote team inclusivity and bonding.

Hatch Ltd. | Summer Student, Technologies   May 2018 – Aug 2018
- Conducted benchmarking exercise by assessing current competitor/client IoT and Industry 4.0 capabilities in the metals mining industry and highlighting emerging trends.
- Supported company engagement with new & existing clients by developing an overview of current global Carbon Tax and Emissions programs with a 5-year outlook on regional pricing.
- Participated in R&D by formulating and implementing an experiment to test a material's properties, presented results as part of Student Showcase, receiving a **Hatch Award for Excellence in Communication.**
- Simplified and streamlined internal team communications by collaborating with management to design a compatible SharePoint site.

Federated Co-Op Ltd. | Summer Student, Digital   May 2017 – Aug 2017
- Supported Digital team by using CSS, HTML, and Java to build test cases, conduct QA tests, and fix bugs.
- Participated in multi-year brand transformation project by developing operational processes and mapping site content from .ca to privately owned .crs domain.
- Assisted in technical modernization by gathering requirements and migrating employee intranet and external sites to IBM WebSphere 8.5. Seamless upgrade reflected by follow up survey with 94% user satisfaction.

Additional Information
- **Technical Skills:** Data Analysis, Project Management, Technical Writing
- **Software Skills:** Adobe Photoshop, Low Code, Microsoft Office Suite, Python, QGIS
- **Languages:** English (Native), French (Core), German (A2)
- **Certifications:** Green Belt/LSS Trained, Mendix Rapid Developer, Conformiq Creator Green Belt, Standard First Aid & CPR C