

# Naveed Farahani

[naveed.farahani@mail.utoronto.ca](mailto:naveed.farahani@mail.utoronto.ca) | (306) 202-8063 | [www.linkedin.com/in/naveedfarahani](http://www.linkedin.com/in/naveedfarahani)

## Education & Awards

### BASc. Chemical Engineering | University of Toronto St. George

Sept 2016 – Apr 2021

- Minor in Bioengineering
- CGPA: 3.53
- Recipient, **President's Entrance Scholarship** for academic excellence - 2016
- Recipient, **Dean's Honour List** for academic excellence – 2016, 2018, 2019, 2020

## Work Experience

### 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, C, CSS, HTML, MATLAB, Microsoft Office Suite, Python
- **Languages:** English (Native), French (Core), German (Beginner)
- **Certifications:** Green Belt/LSS Trained, Standard First Aid & CPR C