

Solongo Battumur

Toronto, Canada

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[LinkedIn](#)

Objective

Seeking a Business Analyst Co-op position within CIBC's Business Controls team, where I can leverage my academic background in Information System Business Analysis to support risk management and compliance initiatives. Dedicated to using my analytical skills and knowledge of business processes to contribute to CIBC's commitment to delivering exceptional client experiences and innovative financial solutions.

Highlights of Qualifications

- **Research and Analysis:** Proficient in conducting comprehensive research and analysis to generate actionable insights and recommendations, exemplified by leading international market research for the ORDA Investment FinTech platform.
- **Client Management:** Demonstrated ability to manage large portfolios and drive product adoption through excellent client relationship management, evidenced by successful contract negotiations with global clients like Rio Tinto and Vestas.
- **Process Improvement:** Expertise in implementing process and policy changes to enhance operational efficiency, as demonstrated by leading the ISO 27001 certification and developing new operational procedures at Steppe Group LLC.
- **Problem-Solving:** Strong critical-thinking abilities and a proactive approach to identifying and addressing business challenges, as shown by the successful new sales strategy implementation for the ORDA Investment application project, leading to a 20% increase in clients.
- **Communication:** Excellent verbal and written communication skills, with the ability to collaborate effectively with cross-functional teams, supported by organizing and securing sponsorships for AmCham Mongolia's ICT conference and managing cross-departmental training sessions at MedJ LLC.

Technical Skills

- Programming language: R, SQL, VBA, Python
- Software Documentation: Microsoft Office (Excel, Word, PowerPoint), Visio, Access, Tableau, PowerBI, Jira, ClickUp, Notion

Education/ Certification:

Information System Business Analysis, Certificate

Jan 2024 – Dec 2024

George Brown College, Toronto, ON

- **Business Analysis of BrightSpace LMS project:** Collaborated in a team to conduct a full cycle of business analysis on George Brown College's BrightSpace Learning Management System (LMS). This involved analyzing the current state processes and recommending solution designs to enhance system efficiency.
- **RFP Creation for Telehealth Solution:** Developed a comprehensive Request for Proposal (RFP) for a walk-in clinic's telehealth solution project, detailing the requirements and specifications needed for implementation.
- **LeapLoan Lending App:** Created a LeapLoan lending app for business analysis purposes, practicing full cycle of Business Analysis practices by using Agile methodology to ensure the app met all functional requirements effectively.

Finance Management, MBA

Oct 2021 – Feb 2023

University of Finance and Economics, Ulaanbaatar, Mongolia

Marketing & Economics, BSA

Sep 2010 – Dec 2012

University of Louisiana at Lafayette, Lafayette, LA

Professional Experience

Beauty Advisor **Feb 2024 - Current**

L'occitane Canada Corp, Toronto, ON

- Provide personalized beauty advice and assistance to customers, ensuring exceptional service and satisfaction.
- Collaborate with team members to achieve sales targets and ensure a seamless shopping experience for customers.

Chief Operating Officer **Oct 2021 - Nov 2023**

Steppe Group LLC, Ulaanbaatar, Mongolia

- Alternative and Re-Fi investment fintech company
- Created and implemented operational procedures and policies
- Organized AmCham Mongolia's [ICT conference](#) and successfully secured 40% international sponsorship, resulting in a 10% profit
- Managed all internal recruitment and HR matters independently, reducing the turnover rate by 10%
- Led the ISO 27001- implementation team and successfully obtained ISO certification
- Managed the backend administrative operations of the ORDA App and regularly tested both the ORDA App and website

Operations Manager **May 2018 - Feb 2021**

Applus Mongolia LLC, Ulaanbaatar, Mongolia

- Mining service provider- labor hire, recruitment, NDT, ISO consultancy and renewable energy services
- Negotiated contracts with Rio Tinto, Worley and Vestas
- Managed global corporate clients such as Rio Tinto, Worley, Vestas, Hatch, T&T
- Prepared and submitted monthly and quarterly Group Reports (HQ Spanish and Australia)

General Manager **Apr 2014 - May 2018**

MedJ LLC, Ulaanbaatar, Mongolia

- High-end surgical equipment supplier
- Introduced a new sales strategy resulting in a 20% increase in clients
- Successfully negotiated with all manufacturers and extended and improved contract terms

General Manager **Aug 2014 - Sep 2016**

Hunnu Mall LLC, Ulaanbaatar, Mongolia

- In charge of Home-Fix Mongolia DIY store (Singaporean franchise)
- Handled accounting, overseeing daily activities, cost control, and sales planning
- Conducted staff development training, covering product knowledge, customer service, and sales skills
- Implemented the Realtime ERP system (Singaporean system)

Business Development Coordinator **Sep 2013 - Apr 2014**

McCrary Engineering, Houston, TX

- Civil engineering company
- Prepared business proposals for existing, previous, and new clients
- Explored new markets for the company's expansion

Social Agent/ Salesperson **Jan 2013 - Apr 2014**

goSOCIALwise, Austin, TX

- Social media management start-up for small to medium-sized businesses
- Developed proposals for potential clients (outside sales)
- Assisted in developing a training handbook

Volunteer Experience

- Community garden volunteer at GBC SNAP Food program May 2024- current
- VP of Mongolian [Repat Leaders NGO](#), Sep 2016- current
- Volunteer at [Child Youth Development Center](#) (Ger district) Jan 2015- Dec 2019

Cover Letter

Solongo Battumur
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June 13, 2024

CIBC
81 Bay Street, 33rd Floor
Toronto, ON M5J 0E7

Re: Business Analyst Co-op Position ID: 2412605

Dear Hiring Manager,

I am writing to express my interest in the Business Analyst Co-op position within CIBC's Business Controls team, as advertised. I am currently enrolled in the Information System Business Analysis program at George Brown College and am eager to apply my academic knowledge and analytical skills in a practical, real-world setting. I am particularly drawn to this opportunity at CIBC due to your commitment to innovation and client-centric banking, as well as the professional development opportunities that your co-op program offers.

During my studies at George Brown College, I have developed a strong foundation in business analysis and data analytics. Through coursework and projects, I have honed my ability to review and analyze data, draw meaningful insights, and make recommendations for process improvements. For example, in a recent project, I collaborated with a team to conduct a comprehensive business analysis of the BrightSpace Learning Management System, identifying key areas for efficiency enhancements and recommending actionable solutions. This experience has equipped me with the critical thinking and problem-solving skills necessary to thrive in a fast-paced, detail-oriented environment like CIBC.

My ability to communicate complex information clearly and effectively has been demonstrated through my role in preparing detailed reports and presentations for both academic and professional purposes. Additionally, my strong organizational skills and attention to detail ensure that I can manage multiple tasks and meet deadlines efficiently. I am particularly excited about the opportunity to work within the Business Controls team, where I can contribute to reviewing and investigating retail credit files, ensuring compliance with lending guidelines, and supporting risk management initiatives. My academic background, combined with my passion for data-driven decision-making and continuous improvement, aligns well with the responsibilities of this role. I am confident that my proactive approach and collaborative mindset will allow me to make a meaningful contribution to your team.

I am enthusiastic about the prospect of joining CIBC and am confident that my skills and experiences make me a strong candidate for this co-op position. I look forward to the opportunity to discuss how I can contribute to your team and learn more about CIBC's innovative projects and dynamic work environment.

Thank you for considering my application. I look forward to the opportunity to discuss how my background, skills, and enthusiasm for this role align with CIBC's needs. Please feel free to contact me at (437) 955-8826 or via email at solongo.battumur@georgebrown.ca to schedule an interview.

Warm regards,

Solongo Battumur