**Solongo Battumur**

Toronto, Canada  
(437) 955-8826  
[Solongo.battumur@georgebrown.ca](mailto:Solongo.battumur@georgebrown.ca)  
[LinkedIn](https://www.linkedin.com/in/solongo-battumur-50aba163/)

**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, Tablaeu, 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**

**Certification  
ECBA Certificate To be completed in June 2024**

**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](https://www.youtube.com/watch?v=G9Scjc7GDSE&t=287s) 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 Realtimme ERP system (Singaporean system)

# Business Development Coordinator Sep 2013 - Apr 2014 McCrory 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](https://www.facebook.com/RepatLeaders), Sep 2016- current
* Volunteer at [Child Youth Development Center](https://www.facebook.com/profile.php?id=100070960465750) (Ger district) Jan 2015- Dec 2019

**Cover Letter**

Solongo Battumur  
Toronto, ON  
[solongo.battumur@georgebrown.ca](mailto:solongo.battumur@georgebrown.ca)  
(437) 955-8826  
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

We’re building a relationship-oriented bank for the modern world. We need talented, passionate professionals who are dedicated to doing what’s right for our clients.

At CIBC, we embrace your strengths and your ambitions, so you are empowered at work. Our team members have what they need to make a meaningful impact and are truly valued for who they are and what they contribute.

To learn more about CIBC, please visit [CIBC.com](https://www.cibc.com/en/about-cibc.html)

What You’ll Be Doing

You're excited about strategy and building products in the digital world and want to join a team of ambitious, like-minded enthusiasts. You're passionate about the intersection of client, business, design and technology and strive to explore how financial services can be a delightful digital experience for our clients. You strive in fast-paced, collaborative environments and are able to balance assertion and patience along with perseverance. You will be supporting in the discovery of new and innovative solutions for the bank’s most compelling opportunities.

Important Information

Please note, we have multiple positions available under this posting and you may be considered by more than one hiring team

* We may ask you to complete an attribute-based assessment and other skills tests (such as simulation, coding, French proficiency, MS Office). Our goal for the application process is to get to know more about you, all that you have to offer, and give you the opportunity to learn more about us.
* You must be currently enrolled in post-secondary education and returning to full-time studies to be eligible. However, you do not need to be in a registered Co-Op program to be considered for a role.
* Recruitment timeline: Applications review – May/June; Interviews – June; Offers - July.
* Please include your resume (no more than 2 pages), a cover letter (no more than 1 page), and your most recent unofficial transcript with your application. These should all be uploaded into the Resume section of the application as one document
* Work Location: Further clarity on the work location will be provided at the time of your interview. Please note all employees must work within their current jurisdiction and must reside within Canada.
* Duration of term: Fall 2024 term (September - December)

How You’ll Succeed

* Client First –You will attend discussions with client management (executive, financial and operational) in order to assess client’s financing needs. Perform comprehensive financial/non-financial analysis and risk assessment of credit proposals. Assist in preparation of financing proposals (structuring terms and conditions including security, covenants and pricing) to properly reflect and compensate CIBC for assessed risk. Prepare draft recommendations on credit submissions to present to senior management. Assist with comprehensive due diligence on all transactions. Prepare credit memoranda and other credit correspondence in a well thought out, thorough and efficient manner and in accordance with policies and procedures.
* Relationship Building – Develop good relations with internal customers, external customers and general industry contacts to generate new referrals and business opportunities and to maintain a window on the market.
* Collaboration  – Partner with your team to connect clients with opportunities. Monitor and supervise a portfolio of senior and subordinated debt accounts. Manage relationships with borrowers and Relationship Managers. Monitor account performance and industry trends. Maintain a proactive approach to continuous risk assessment and report observations. Assist in negotiation of terms and conditions of proposals.
* Business Acumen – You have working knowledge of commercial lending, including a focus on specialized senior and subordinated lending products (i.e. ABL, structured/acquisition financings, loan syndication) and other CIBC group core products and services. You have excellent written and verbal communication skills, with the ability to present financial information to clients.

Who You Are

* Communication:  You have excellent verbal and written communication skills to effectively articulate ideas and opinions that involve analysis, interpretation, and assessment
* Process Improvement: You enjoy the process of analyzing current processes and identifying improvements that will optimize or improve standards
* Organization: Your time management skills are strong and you are able to prioritize competing priorities to ensure successful outcomes
* Data analytics: You have the technical skills to review and analyze data to find innovative opportunities and share with partners
* Problem Solving: You enjoy being presented with problems or issues and working with a team to find innovative solutions
* Creativity: You are curious and enjoy working in a team to visualize and design innovative solutions
* Research and Design: You enjoy researching and recommending design choices that have a positive affect on the client experience
* Values matter to you. You bring your real self to work and you live our values – trust, teamwork and accountability

What CIBC Offers

At CIBC, our people are our greatest asset. You’ll become part of a diverse community that acknowledges everyone’s unique talents, and empowers teams to do what’s right for the client, and to do it well. As part of our team, you will:

* Thrive: Benefit from an open and approachable culture that provides the flexibility and support you need to integrate your life at work and at home
* Connect: Work in a place where the right technology and infrastructure fosters innovation, collaboration and creativity
* Develop: Grow your skills and career through our best-in-class onboarding experience, ongoing learning opportunities, individual development planning, and comprehensive product training

What CIBC Offers

At CIBC, your goals are a priority. We start with your strengths and ambitions as an employee and strive to create opportunities to tap into your potential.

* We work to recognize you in meaningful, personalized ways including a competitive compensation, a banking benefit\*, wellbeing support, and additional offers such as employee and family assistance programs and MomentMakers, our social, points-based recognition program.
* Our spaces and technological toolkit will make it simple to bring together great minds to create innovative solutions that make a difference for our clients.

\*Subject to program terms and conditions

What you need to know

* CIBC is committed to creating an inclusive environment where all team members and clients feel like they belong. We seek applicants with a wide range of abilities and we provide an accessible candidate experience. If you need accommodation, please contact [Mailbox.careers-carrieres@cibc.com](mailto:Mailbox.careers-carrieres@cibc.com)
* You need to be legally eligible to work at the location(s) specified above and, where applicable, must have a valid work or study permit.
* We may ask you to complete an attribute-based assessment and other skills tests (such as simulation, coding, French proficiency, MS Office). Our goal for the application process is to get to know more about you, all that you have to offer, and give you the opportunity to learn more about us.

Job Location

Toronto-81 Bay, 12th Floor

Employment Type

Temporary (Fixed Term)

Weekly Hours

37.5

Skills

We’re building a relationship-oriented bank for the modern world. We need talented, passionate professionals who are dedicated to doing what’s right for our clients.

At CIBC, we embrace your strengths and your ambitions, so you are empowered at work. Our team members have what they need to make a meaningful impact and are truly valued for who they are and what they contribute.

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What you’ll be doing

CIBC’s Retail Operations team is hiring for Business Analyst Co-Ops! As a Business Analyst Co-op, you will use your business analytical skills to support the team in conducting assessments that will help system or process improvements. You will provide application or technical expertise as needed for a variety of projects and initiatives. You will help synthesize technology and process strategy across channels, products, multiple businesses for CIBC employees, ultimately helping further define the strategy. Join our team and stretch your skills to help enhance the banking experience for the modern world.

*At CIBC we enable the work environment most optimal for you to thrive in your role. Details on your work arrangement (proportion of on-site and remote work) will be discussed at the time of your interview*

Important information

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* You must be currently enrolled in post-secondary education and returning to full-time studies to be eligible. However, you do not need to be in a registered Co-Op program to be considered for a role.
* Recruitment timeline: Applications review – May/June; Interviews – June/July; Offers - July
* Please include your resume (no more than 2 pages), a cover letter (no more than 1 page), and your most recent unofficial transcript with your application. These should all be uploaded into the Resume section of the application as one pdf document
* This is a 4 month co-op opportunity.

How you’ll succeed

* Technical Skills – You will need to have knowledge of Python, Alteryx, Tableau, ADO, MS-Power-Automate, & VBA to develop solutions and assist developers.
* Communication Skills - You will need to have excellent verbal and written communication skills to effectively articulate ideas and opinions that involve analysis, interpretation, and assessment.
* Understanding Requirements – You will work closely with Business Partners to guide formulation of complex business requirements and solution design discussions to meet project needs. Build client-focused solutions that meet business requirements.
* Relationship Building – You will need to be good at establishing relationships with Business Partners, Colleagues and Managers to ensure strong partnerships and cooperative learning.

Who you are

* You are analytical and give meaning to data. You have the analytical skills to review and evaluate data to find innovative opportunities and share with partners. You enjoy investigating complex problems and making sense of information. You communicate detailed information in a meaningful way.
* You enjoy process improvement. You are excited about the process of researching current processes and identifying improvements that will optimize or improve standards
* You are organized. Your time management skills are strong and you are able to prioritize competing priorities to ensure successful outcomes.
* You know that details matter. You notice things that others don't. Your critical thinking skills help to inform your decision making.
* You enjoy problem solving. You like being presented with problems or issues and working with a team to find innovative solutions
* Values matter to you. You bring your real self to work and you live our values – trust, teamwork and accountability

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* You need to be legally eligible to work at the location(s) specified above and, where applicable, must have a valid work or study permit.
* We may ask you to complete an attribute-based assessment and other skills tests (such as simulation, coding, French proficiency, MS Office). Our goal for the application process is to get to know more about you, all that you have to offer, and give you the opportunity to learn more about us.

Job Location

Toronto-81 Bay, 27th Floor

Employment Type

Temporary (Fixed Term)

Weekly Hours

37.5

Skills

ADO.NET, Alteryx, Microsoft Access VBA, Microsoft Power Automate, Python (Programming Language), Tableau (Software), VBA Macro