
HIGHLIGHTS OF SKILLS AND EXPERIENCE

- Leading business process initiatives and developing over 200 process flows and procedures.
- Planning, performing and managing User Acceptance Testing on over 2000 cases in an Agile environment to identify the impacts of process change on operational activities and stakeholder requirements.
- Building relationships and communication with stakeholders via effective engagement approaches including brainstorming, workshops and daily status meetings to promote teamwork, obtain agreements, negotiate and resolve conflicts.
- Demonstrating strong leadership by managing, prioritizing and implementing multiple initiatives in the same period.
- Technologically savvy with proficiency in Microsoft Office (PowerPoint, Excel, Visio), SharePoint, Jira and HP ALM.

EDUCATION

Entry Certificate in Business Analysis™ - International Institute of Business Analysis™ May 2020

Honours Bachelor of Arts - University of Toronto – Toronto, Canada Nov 2015

PROFESSIONAL EXPERIENCE

Intermediate Analyst – Citibank July 2020 – Nov 2020

- Analyze, test and recommend process improvement opportunities including streamlining the work-intake process.
- Collaborate with stakeholders to analyze, plan and document over 15 articles and procedures.
- Develop reports using risk and credit data to proactively identify discrepancies and update records over \$50,000,000.
- Propose a project plan and engage in the development and testing of a knowledge management repository.
- Manage workflows and correspondence with corporate clients and external stakeholders to facilitate over \$10 million investments and system-related enquiries.

Business Process Analyst/UAT Analyst - Laurentian Bank Financial Group Jun 2018 - Dec 2019

- Elicited stakeholder requirements via creative thinking and problem-solving techniques such as root cause analysis to shift advisors from manual to electronic payments, thereby increasing operational efficiency by approximately 25%.
- Improved productivity by over 30% and reduced privacy risks by transferring responsibilities, eliminating the handling of hard copies and implementing solutions including restricted workflows with access to authorized individuals.
- Managed test scripts, test case execution and issue logs for projects including digital banking and coordinated with stakeholders and developers using Agile Scrum methodology.
- Ensured organization's conformity to regulatory compliance by developing and documenting a standardized approach for handling third party payments, early repayments and suspicious transactions across all operational teams.
- Led initiative of reviewing and updating over 1000 organizational processes to ensure accuracy of documentation.

Senior Administration Officer - Laurentian Bank Financial Group Dec 2017 - May 2018

- Built strong relationships with stakeholders and improved existing processes including document management.
- Processed account updates and transactions over \$100,000 in a fast-paced environment with constant interruptions.
- Demonstrated 100% accuracy and quality on all transactions including trades and loan payouts while exceeding SLAs.
- Reviewed and analyzed documents to prevent fraudulent activity and resolve disputes.
- Performed system testing to validate the accurate generation of outputs including tax-receipts and statements.

Advisor Administration Officer - Dynamic Funds (Scotiabank Global Wealth Management) Oct 2016 - Apr 2017

- Developed daily reports, assigned team workloads and supervised queues to ensure 100 % completion of work.
- Reviewed documents and processed transactions including account updates and transfers of over \$1 million with 100% accuracy while exceeding service level agreements.

Customer Service Officer - Laurentian Bank Financial Group

Nov 2015 - Jun 2016

- Successfully handled 50 – 70 client requests per day and consistently maintained extremely high quality of customer service standards to ensure client satisfaction
- Built strong customer relationships by taking ownership and providing timely resolutions via thorough investigations and processing on multiple systems.

Communications and Administrative Assistant - University of Toronto (Innis College)

Jun 2013 - May 2014

- Developed and maintained strong relationships between the university and alumni by coordinating social events.
- Displayed excellent written and verbal communication by managing event communications under strict deadlines.

ADDITIONAL EXPERIENCE

- **Team Leader** – Town of Ajax Mar 2017- Sep 2019
- **Data Administrator** – St. Felix Centre Feb 2017- Jun 2019
- **Customer Service Representative** – Lowe's Canada Jun 2014- Sep 2014
- **Promotional Team Associate**– Canadian Tire Jun 2012- Aug 2012
- **Customer Service/Lot Associate** – The Home Depot Jun 2011- May 2012
- **Customer Service Coordinator** – Thorncliffe Neighbourhood Office Feb 2011- Jan 2013