

# VERONICA HAWKES

Hilden, NS | vhawkes@dal.ca | 902-324-1548 | linkedin.com/in/veronicahawkes

## PROFILE

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- A highly driven and focused individual with more than 10,000 engagements over 9 years working in client facing roles.
- Strong Analytical and problem-solving capabilities developed through university level courses, research, and retail experience.
- Excellent leadership, communication, and interpersonal skills developed through supporting client projects within CGI and the Government of Nova Scotia and leading teams in both competitive sport and retail environments.
- Exceptional team player with financial and technical knowledge who can adapt and function in fast-paced environments.
- Technical Experience: Tableau, SAP, MS Teams, Power Automate, and Excel.

## EDUCATION

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### Master of Business Administration - Enterprise Analytics

May 2024

Dalhousie University, Halifax, NS

### Bachelor of Science in Human Kinetics

May 2022

St. Francis Xavier University, Antigonish NS

- Minor: Health Science

## RELEVANT EXPERIENCE

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### Business Analyst & Project Coordinator

Jul. 2024 – Present

CGI, Halifax, NS

- Documented current state business processes to define operational efficiency opportunities.
- Utilized advanced analytical skills to derive actionable insights, enhancing data-driven decision-making accuracy for project analysis.
- Drafted future-state recommendations including streamlined processes, customer journey maps, organizational design, and operational improvements.
- Produced comprehensive reports using Excel and PowerPoint, improving stakeholder communication and aiding decision-making process.
- Created future state blueprints and implementation plan with organizational structure, roles, effort, and cost for implementation.
- Coordinated tasks, schedules, and resources, ensuring project success within defined scopes.

### Cash Balancer

Nov. 2023 – Jul. 2024

Canadian Tire, Truro, NS

- Ensured financial documents obtained accurate cash flow information from the establishment.
- Leveraged knowledge gained from finance and financial statement courses to understand and interpret documents.
- Responsible for allocating all funds paid to the establishment to develop a bank deposit.

### Operational & Service Excellence Intern

Jan. 2023 – Aug. 2023

Government of Nova Scotia, Halifax, NS

- Produced programs, services, and trainings virtually for more than 230 participants across the Provincial Government leveraging MS Teams, Power Automate, Excel, and Outlook

- Facilitated and led team meetings using periodic management to identify organizational barriers.
- Created standard operating procedures for services and events to ensure uniform operations.
- Acquired comprehensive understanding of business process improvement by overseeing proper functioning of the Foundations of Business Process Improvement Training, the Lean Six Sigma Green Belt Program, the Business Process Owner Training, and the Lean Six Sigma Kaizen Belt Training
- Utilized Power BI to improve data analytics within the team by creating visual dashboards.
- Supported individuals across Government achieve their Lean Six Sigma Yellow Belt Certification by completing Quick Wins in their business areas.
- Collaborated with several colleagues to plan and coordinate a major event for more than 70 people.
- Developed an organizational system using 5S methodology, a Lean Six Sigma approach improving overall team efficiency.

### **Customer Service Representative**

**Nov. 2015 – Jun. 2022**

Canadian Tire, Truro, NS

- Exceptional communication, conflict resolution, and organizational skills developed through triaging customer inquiries and complaints.
- Provided exceptional customer service to diverse customer needs in a fast-paced environment.
- Demonstrated responsibility and reliability handling cash and preparing registers for store open.
- Trained incoming employees on store policies, processes, and store specific technology.
- Organized staffing allocation by determining break times for up to 8 cashiers per shift; managing time to ensure associates needs were met.
- Developed extensive problem-solving, organizational, and communication skills working in various departments.

### **CERTIFICATIONS**

#### **Lean Six Sigma Green Belt**

**Dec. 2024**

Six Sigma Global Institute

#### **Certified SAFe 6 Practitioner**

**Aug. 2024**

Scaled Agile Inc.

#### **SAP Student Recognition Award**

**Jun. 2024**

SAP University Alliances, Dalhousie University

#### **Lean Six Sigma Yellow Belt**

**Jan. 2023**

Government of Nova Scotia, Halifax NS