Veronica Hawkes

Consultant

9 years of experience in Client-Facing Roles and Operational Strategy

Profile

Veronica Hawkes is a dynamic and results-driven professional with over nine years of experience in client-facing roles, demonstrating strong analytical, leadership, and problem-solving capabilities. She is currently pursuing a Master of Business Administration in Enterprise Analytics at Dalhousie University, complementing her Bachelor of Science in Human Kinetics from St. Francis Xavier University. With a proven track record of success in business analysis, project coordination, and operational excellence, Veronica thrives in fast-paced environments, leveraging her financial acumen and technical expertise to deliver impactful solutions. Her certifications, including the Lean Six Sigma Green Belt and Certified SAFe 6 Practitioner, further underscore her commitment to continuous improvement and proficiency in driving organizational success.  
  
In her role as a Business Analyst and Project Coordinator at CGI, Veronica has demonstrated exceptional analytical skills, documenting business processes to enhance operational efficiency and creating future-state blueprints for implementation. Her ability to produce comprehensive reports and customer journey maps has significantly improved stakeholder communication and decision-making processes. Prior to this, her internship with the Government of Nova Scotia showcased her aptitude for business process improvement, Lean Six Sigma methodologies, and data analytics, where she developed visual dashboards using Power BI and coordinated major events for government-wide initiatives. Additionally, her extensive tenure at Canadian Tire honed her customer service, conflict resolution, and team leadership skills, giving her a well-rounded foundation in organizational management and client relations.  
  
Veronica’s technical proficiency spans Tableau, SAP, MS Teams, Power Automate, and Excel, tools she has utilized to enhance project analysis and streamline operations. Her achievements, such as earning the SAP Student Recognition Award and supporting Lean Six Sigma certifications across the Government of Nova Scotia, highlight her dedication to fostering organizational excellence. With a solid blend of technical expertise, strategic thinking, and interpersonal skills, Veronica is uniquely positioned to make a lasting impact in enterprise analytics and operational strategy. Her ability to adapt, lead, and function effectively in diverse environments underscores her value as a transformative force in any professional setting..

CGI experience

IT Services, Business Analyst & Project Coordinator (07/24 to Present)

* Documented current state business processes to identify operational efficiency opportunities.
* Derived actionable insights through advanced analytics to enhance data-driven decision-making.
* Drafted future-state recommendations such as streamlined processes, customer journey maps, organizational design, and operational improvements.
* Produced stakeholder communication reports using Excel and PowerPoint.
* Created blueprints and implementation plans for organizational structure, roles, effort, and costs.
* Coordinated tasks, schedules, and resources to ensure project success within defined scopes.

Other experience

Canadian Tire, Cash Balancer (11/23 to 07/24)

Ensured financial documents accurately reflected cash flow information.

* Interpreted financial documents using academic knowledge from finance courses.
* Allocated funds to develop bank deposits.

Government of Nova Scotia, Operational & Service Excellence Intern (01/23 to 08/23)

* Produced virtual programs, services, and trainings for over 230 participants.
* Facilitated team meetings using periodic management to identify organizational barriers.
* Created standard operating procedures to ensure uniform operations.
* Oversaw business process improvement programs such as Lean Six Sigma certifications.
* Utilized Power BI to create visual dashboards improving team data analytics.
* Planned and coordinated a major event for over 70 participants.
* Implemented a 5S methodology system to improve team efficiency.

Canadian Tire, Customer Service Representative (11/15 to 06/22)

* Provided exceptional customer service to diverse needs in fast-paced environments.
* Resolved customer inquiries and complaints with excellent communication skills.
* Handled cash and prepared registers for store opens responsibly.
* Trained new employees on store policies, processes, and technology.
* Managed staffing allocation for up to 8 cashiers per shift ensuring operational efficiency.
* Developed problem-solving and organizational skills across various store departments.

Education

Master of Business Administration, Enterprise Analytics, Dalhousie University

* Bachelor of Science, Human Kinetics, St. Francis Xavier University

Trainings and certifications

* Lean Six Sigma Green Belt, Six Sigma Global Institute
* Certified SAFe 6 Practitioner, Scaled Agile Inc.
* SAP Student Recognition Award, SAP University Alliances, Dalhousie University
* Lean Six Sigma Yellow Belt, Government of Nova Scotia

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| Industry experience  Information Technology (Business Analysis & Project Coordination)   * Government (Operational & Service Excellence) * Retail (Customer Service & Operations)   Technical specializations   * Business Process Improvement * Project Coordination * Financial Document Analysis * Data Analytics * Lean Six Sigma Methodologies   Areas of expertise   * Leadership * Operational Efficiency * Organizational Design * Customer Service * Problem-Solving * Interpersonal Skills * Communication | Environments   * Client-Facing Roles * Virtual Training and Coordination * Fast-Paced Environments   Tools & software   * Tableau * PowerPoint * Outlook * Power BI * Excel * Power Automate * MS Teams * SAP   Languages   * English |

Skills summary

| Skill | Number of years | Skill level\* |
| --- | --- | --- |
| Technical skills | | |
| Tableau | 2 | 3 |
| SAP | 2 | 3 |
| MS Teams | 2 | 3 |
| Power Automate | 2 | 3 |
| Excel | 2 | 4 |
| Power BI | 1 | 3 |
| Application knowledge | | |
| Business Process Improvement | 2 | 3 |
| Customer Journey Mapping | 1 | 2 |
| Lean Six Sigma Methodologies | 2 | 3 |
| Standard Operating Procedures | 2 | 3 |
| IT disciplines | | |
| Data Analytics | 2 | 3 |
| Project Coordination | 2 | 3 |
| Stakeholder Communication | 2 | 3 |
| Industry knowledge | | |
| Retail | 7 | 4 |
| Government Operations | 2 | 3 |
| Financial Processes | 1 | 2 |
| Other relevant skills | | |
| Leadership | 5 | 4 |
| Analytical Problem-Solving | 3 | 3 |
| Interpersonal Communication | 5 | 4 |
| Team Collaboration | 4 | 4 |
| Event Coordination | 2 | 3 |

\*Skill Level: 1 = Beginner, 2 = Experienced, 3 = Advanced, 4 = Expert