Veronica Hawkes

Consultant

9 years of experience in Client-Facing Roles and Business Analysis

Profile

Veronica Hawkes is a highly driven and accomplished professional with over nine years of experience in client-facing roles, excelling in analytical problem-solving, leadership, and interpersonal communication. She is currently pursuing her Master of Business Administration in Enterprise Analytics at Dalhousie University, where she is honing her skills in advanced data analysis and strategic decision-making. With a Bachelor of Science in Human Kinetics from St. Francis Xavier University, Veronica combines a unique blend of technical knowledge and a human-centered approach to problem-solving, making her a versatile and effective contributor in dynamic environments.  
  
In her professional career, Veronica has demonstrated exceptional ability to adapt and lead in diverse roles. As a Business Analyst and Project Coordinator at CGI, she has utilized her technical expertise to document business processes, create future-state blueprints, and deliver actionable recommendations that enhance operational efficiency. Previously, during her tenure as an Operational & Service Excellence Intern with the Government of Nova Scotia, she facilitated large-scale process improvement initiatives, developed standardized procedures, and leveraged tools such as Power BI, Power Automate, and Excel to improve data analytics and team collaboration. Her background also includes financial expertise as a Cash Balancer at Canadian Tire, where she ensured accurate cash flow management, and extensive customer service experience, which further strengthened her problem-solving and organizational skills.  
  
Veronica’s technical proficiency is complemented by a robust set of certifications, including Lean Six Sigma Green Belt, Certified SAFe 6 Practitioner, and the SAP Student Recognition Award. She is proficient in tools such as Tableau, SAP, Power Automate, and Excel, which she employs to drive data-driven insights and streamline processes. Veronica’s combination of academic excellence, professional expertise, and commitment to continuous improvement positions her as a dynamic professional ready to tackle complex challenges and deliver impactful results in any organization..

CGI experience

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

* Documented current state business processes to identify operational efficiencies.
* Applied analytical skills to derive actionable insights for project analysis.
* Drafted future-state recommendations, including streamlined processes and operational improvements.
* Produced detailed reports using Excel and PowerPoint to enhance stakeholder communication.
* Created implementation plans with organizational structure, roles, and costs.
* Coordinated tasks, schedules, and resources to ensure project success.

Other experience

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

Ensured financial documents reflected accurate cash flow information.

* Utilized finance knowledge from coursework to interpret financial statements.
* Allocated funds to develop accurate 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.
* Led team meetings to identify organizational barriers using periodic management.
* Developed standard operating procedures for consistent service delivery.
* Improved team data analytics by creating Power BI dashboards.
* Supported Lean Six Sigma Yellow Belt Certification for government staff.
* Collaborated in planning an event for over 70 attendees.
* Implemented a 5S organizational system to enhance team efficiency.

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

* Resolved customer inquiries and complaints effectively in a fast-paced environment.
* Delivered exceptional customer service to address diverse needs.
* Handled cash transactions and prepared registers for store opening.
* Trained new employees on store policies and processes.
* Managed staffing schedules for up to 8 cashiers per shift.
* Developed organizational and problem-solving skills across various 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 (IT) Services   * Retail * Government Administration   Technical specializations   * Business process improvement * Operational excellence * Project coordination * Lean Six Sigma methodologies   Areas of expertise   * Client-facing roles * Financial analysis * Leadership and communication * Analytical problem solving * Data-driven decision-making | Environments   * Fast-paced environments * Customer service environments * Collaborative team settings   Tools & software   * Tableau * Power BI * Microsoft Outlook * Microsoft Excel * Power Automate * MS Teams * SAP   Languages   * English |

Skills summary

| Skill | Number of years | Skill level\* |
| --- | --- | --- |
| Technical skills | | |
| Tableau | 1 | 2 |
| SAP | 1 | 2 |
| MS Teams | 2 | 3 |
| Power Automate | 2 | 3 |
| Excel | 3 | 3 |
| Power BI | 1 | 2 |
| Application knowledge | | |
| Process Documentation | 2 | 3 |
| Customer Journey Mapping | 1 | 2 |
| Organizational Design | 1 | 2 |
| Operational Improvements | 2 | 3 |
| IT disciplines | | |
| Business Process Improvement | 2 | 3 |
| Lean Six Sigma | 2 | 3 |
| Data Analytics | 2 | 3 |
| Industry knowledge | | |
| Retail | 8 | 4 |
| Government Operations | 2 | 3 |
| Financial Management | 1 | 2 |
| Other relevant skills | | |
| Leadership | 8 | 4 |
| Communication | 9 | 4 |
| Problem Solving | 9 | 4 |
| Interpersonal Skills | 9 | 4 |
| Team Coordination | 8 | 4 |

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