Veronica Hawkes

Enterprise Analytics Consultant

10 years of experience in Business Analysis and Project Coordination

Profile

Veronica Hawkes is a results-oriented professional with over nine years of experience excelling in client-facing roles across corporate and government settings. Equipped with a Master of Business Administration specializing in Enterprise Analytics from Dalhousie University (2024) and a Bachelor of Science in Human Kinetics from St. Francis Xavier University, she blends a strong academic foundation with real-world expertise. Veronica's certifications, including the Lean Six Sigma Green Belt and Certified SAFe 6 Practitioner, highlight her dedication to operational excellence and continuous improvement.  
  
In her current role as a Business Analyst & Project Coordinator at CGI, Veronica drives efficiency by documenting business processes, deriving actionable insights through advanced analytics, and crafting strategic implementation plans. Her ability to design stakeholder-focused reports and customer journey maps reflects her expertise in data-driven decision-making. Previous roles, such as her internship with the Government of Nova Scotia, demonstrate her ability to lead impactful initiatives, such as organizing Lean Six Sigma training programs and creating dashboards with Power BI to enhance data analytics.  
  
Veronica's technical proficiency spans tools like Tableau, Power BI, Power Automate, and SAP, enabling her to excel in financial analysis, business process improvement, and project coordination. Her interpersonal communication and leadership skills have been honed through customer service roles and team mentoring, as seen during her tenure at Canadian Tire. With a proven track record of delivering measurable results and a commitment to innovation, Veronica is a dynamic professional ready to make a meaningful impact..

CGI experience

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

* Documented current state business processes to identify operational inefficiencies, contributing to improved workflows.
* Derived actionable insights through advanced analytics, improving organizational data-driven decision-making capabilities.
* Created future-state recommendations, including streamlined processes and detailed customer journey maps.
* Developed comprehensive reports using Excel and PowerPoint to enhance stakeholder communication and facilitate decision-making.
* Designed detailed implementation plans featuring organizational structures, defined roles, effort metrics, and cost estimates.
* Coordinated project tasks, schedules, and resources to ensure successful delivery within defined scopes.

Technologies: Excel, PowerPoint

Other experience

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

* Ensured financial records accurately reflected cash flow information, reducing discrepancies and errors.
* Interpreted financial documents by applying knowledge gained from finance courses to improve analysis quality.
* Managed fund allocation processes and developed accurate bank deposits to ensure timely transactions.

Technologies: [Missing field: technologies]

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

* Organized virtual programs, services, and training sessions for over 230 participants using MS Teams.
* Facilitated team meetings to identify and resolve organizational barriers, improving operational efficiency.
* Developed standard operating procedures to ensure consistent and reliable operations across teams.
* Oversaw Lean Six Sigma training programs to improve business processes and operational performance.
* Created visual dashboards using Power BI to enhance data analytics and reporting capabilities.
* Supported team members in obtaining Lean Six Sigma Yellow Belt certifications, fostering professional development.
* Planned and coordinated a major event with over 70 attendees, ensuring its success through careful preparation.
* Implemented 5S methodology to enhance team efficiency and improve workplace organization.

Technologies: MS Teams, Power BI

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

* Provided excellent customer service in a fast-paced retail environment, addressing inquiries and complaints effectively.
* Resolved customer issues with professionalism, ensuring satisfaction and positive experiences.
* Handled cash transactions and prepared registers for store opening to ensure smooth daily operations.
* Trained new employees on store policies and technologies to maintain high service standards.
* Managed staffing allocation and break schedules for up to eight cashiers to optimize workflow.
* Developed organizational and communication skills while collaborating across various departments.

Technologies: [Missing field: technologies]

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   * Government * Consulting * Retail   Technical specializations   * Lean Six Sigma methodologies * Project coordination * Financial analysis * Data analytics * Business process improvement   Areas of expertise   * Client-facing roles * Customer service * Interpersonal communication * Organizational design * Analytical and problem-solving * Leadership | Environments   * Fast-paced environments * Virtual training environments * Team-oriented 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 | 1 | 2 |
| SAP | 1 | 2 |
| Power BI | 1 | 2 |
| Power Automate | 1 | 2 |
| Excel | 4 | 3 |
| Application knowledge | | |
| MS Teams | 2 | 3 |
| Outlook | 1 | 2 |
| Lean Six Sigma | 1 | 3 |
| IT disciplines | | |
| Business Process Improvement | 1 | 3 |
| Data Analytics | 1 | 3 |
| Organizational Systems Development | 1 | 3 |
| Industry knowledge | | |
| Retail | 7 | 4 |
| Government | 1 | 2 |
| Other relevant skills | | |
| Leadership | 9 | 4 |
| Communication | 9 | 4 |
| Problem-Solving | 9 | 4 |
| Team Coordination | 9 | 4 |

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