Veronica Hawkes

Consultant

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

Profile

Veronica Hawkes is a dynamic and results-driven professional with over nine years of experience in client-facing roles, demonstrating exceptional leadership, analytical, and problem-solving capabilities. Her academic foundation includes a Master of Business Administration specializing in Enterprise Analytics from Dalhousie University (graduating May 2024) and a Bachelor of Science in Human Kinetics from St. Francis Xavier University. Veronica combines her deep financial and technical knowledge with a proven ability to thrive in fast-paced environments, making her a valuable asset in both corporate and government settings. Her certifications, including the Lean Six Sigma Green Belt and Certified SAFe 6 Practitioner, underscore her commitment to continuous improvement and operational excellence.  
  
In her current role as a Business Analyst and Project Coordinator at CGI, Veronica excels at delivering actionable insights and driving organizational efficiency. She has successfully documented business processes, developed future-state blueprints, and coordinated tasks to ensure project success. Her previous experience as an Operational & Service Excellence Intern with the Government of Nova Scotia showcased her ability to lead innovative programs and streamline operations, impacting over 230 participants through virtual training sessions and events. Her expertise in tools such as Power BI, Excel, and Power Automate has enabled her to create visual dashboards, enhance data-driven decision-making, and support Lean Six Sigma initiatives across various teams. Veronica has also demonstrated financial acumen in her role as a Cash Balancer and honed exceptional customer service and leadership skills during her tenure at Canadian Tire, where she trained employees and managed staffing.  
  
Veronica’s technical proficiency spans Tableau, SAP, MS Teams, and other advanced software, allowing her to adapt seamlessly to complex business environments. Her achievements, including the SAP Student Recognition Award and Lean Six Sigma certifications, reflect her dedication to professional growth and operational excellence. With a track record of producing measurable results, fostering collaboration, and leading initiatives, Veronica is a consummate team player who thrives on creating meaningful impact. Her combination of education, experience, and technical aptitude positions her as a forward-thinking professional ready to tackle challenges and drive success..

CGI experience

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

* Documented current state business processes to identify operational inefficiencies.
* Derived actionable insights through advanced analytics, improving data-driven decision-making.
* Created future-state recommendations including streamlined processes and customer journey maps.
* Developed reports using Excel and PowerPoint to enhance stakeholder communication and decision-making.
* Designed implementation plans with organizational structures, roles, effort metrics, 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 records accurately reflected cash flow information.

* Interpreted financial documents using knowledge from finance courses.
* Managed fund allocation and developed bank deposits.

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

* Organized virtual programs, services, and trainings for over 230 participants using MS Teams.
* Facilitated team meetings to identify and resolve organizational barriers.
* Developed standard operating procedures ensuring consistent operations.
* Oversaw Lean Six Sigma training programs to improve business processes.
* Created visual dashboards using Power BI for enhanced data analytics.
* Supported team members in obtaining Lean Six Sigma Yellow Belt certifications.
* Planned and coordinated a major event for over 70 attendees.
* Implemented 5S methodology to enhance team efficiency.

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

* Provided excellent customer service in a fast-paced environment.
* Resolved customer inquiries and complaints effectively.
* Handled cash transactions and prepared registers for store opening.
* Trained new employees on store policies and technologies.
* Managed staffing allocation and break schedules for up to eight cashiers.
* Developed organizational and communication skills across various departments.

Education

Master of Business Administration, Enterprise Analytics, Dalhousie University

* Bachelor of Science in Human Kinetics, 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