Veronica Hawkes

Business Analyst Consultant

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

Profile

Veronica Hawkes is a highly driven and results-oriented professional with over nine years of experience in client-facing roles and a proven track record of delivering impactful business solutions. With a Master of Business Administration in Enterprise Analytics from Dalhousie University and a Bachelor of Science in Human Kinetics from St. Francis Xavier University, she combines strong analytical and technical skills with exceptional leadership and interpersonal abilities. Her expertise spans business process improvement, project coordination, and financial operations, demonstrated through her roles at CGI, the Government of Nova Scotia, and Canadian Tire. Veronica is adept at leveraging tools like Tableau, SAP, Power BI, and Power Automate to enhance efficiency and data-driven decision-making.  
  
In her current role as a Business Analyst and Project Coordinator at CGI, Veronica has spearheaded process optimization efforts, created future-state blueprints, and delivered actionable recommendations that drive operational success. Her ability to produce comprehensive reports and manage complex projects showcases her organizational and analytical talent. During her time with the Government of Nova Scotia, she facilitated large-scale training programs, developed standard operating procedures, and utilized Lean Six Sigma methodologies to improve team efficiency. Recognized for her dedication to continuous improvement, Veronica holds certifications including Lean Six Sigma Green Belt and Certified SAFe 6 Practitioner, further solidifying her expertise in process and operational excellence.  
  
A natural leader and effective communicator, Veronica thrives in fast-paced environments, seamlessly balancing technical and financial acumen with a customer-focused approach. She has trained and mentored teams, coordinated major events, and excelled in roles requiring strong problem-solving and conflict resolution skills. Her dedication to professional growth and her ability to adapt to diverse challenges make her a valuable asset in driving organizational success..

CGI experience

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

* Documented current state business processes to identify and define opportunities for operational efficiency improvements.
* Utilized advanced analytical capabilities to extract actionable insights, improving data-driven decisions and accuracy for project analysis.
* Drafted detailed future-state recommendations, including streamlined processes, customer journey maps, and operational enhancements.
* Produced comprehensive reports utilizing Excel and PowerPoint, enhancing communication with stakeholders and aiding effective decision-making.
* Created detailed future state blueprints and implementation plans, including organizational roles, cost estimates, and effort analysis.
* Coordinated project tasks, schedules, and resource allocations, ensuring adherence to defined scopes and successful outcomes.

Technologies: Excel, PowerPoint

Other experience

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

* Ensured financial documents accurately captured cash flow details originating from the establishment.
* Applied financial knowledge to interpret and analyze financial documents, improving clarity and accuracy of records.
* Managed allocation of establishment funds to prepare and finalize accurate daily bank deposits.

Technologies: [Missing field: technologies]

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

* Produced virtual programs, services, and training for over 230 participants across the Provincial Government using MS Teams and Power Automate.
* Facilitated team meetings using periodic management techniques to identify and address organizational challenges effectively.
* Drafted standard operating procedures for services and events to ensure consistent and uniform operations.
* Collaborated on major events planning for over 70 participants, ensuring efficient planning and seamless execution.
* Created Power BI dashboards to enhance data analytics and provide actionable insights for team operations.
* Supported government employees in achieving Lean Six Sigma Yellow Belt Certification by completing Quick Wins in their departments.
* Developed and implemented a 5S methodology-based organizational system, boosting team efficiency and workflow.
* Oversaw delivery of foundational business process improvement training programs and Lean Six Sigma certifications.

Technologies: MS Teams, Power Automate, Excel, Outlook, Power BI

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

* Resolved customer inquiries and complaints while demonstrating excellent communication, conflict resolution, and organizational skills.
* Provided exceptional customer service tailored to diverse needs in a high-pressure retail environment.
* Handled cash transactions responsibly and prepared registers for daily store operations effectively.
* Trained new employees on store policies, procedures, and proprietary technologies to ensure smooth onboarding.
* Organized and managed staffing schedules and break times for up to 8 cashiers per shift, maintaining team productivity.
* Collaborated across various departments, strengthening problem-solving, organizational, and communication skills.

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   * Consulting (Business Analysis and Project Coordination) * Retail (Customer Service and Financial Operations) * Government Services (Operational and Service Excellence)   Technical specializations   * Business Process Improvement * Data Analytics * Lean Six Sigma Methodologies * Project Coordination * Customer Journey Mapping   Areas of expertise   * Leadership and Team Management * Analytical and Problem Solving * Stakeholder Communication * Process Streamlining * Organizational Design | Environments   * Client-Facing Roles * Fast-Paced Workplaces * Virtual and In-Person Team Collaboration   Tools & software   * Tableau * SAP * MS Teams * Power Automate * Excel * Power BI * Outlook * PowerPoint   Languages   * English |

Skills summary

| Skill | Number of years | Skill level\* |
| --- | --- | --- |
| Technical skills | | |
| Tableau | 1 | 2 |
| Power BI | 1 | 2 |
| Power Automate | 1 | 2 |
| Excel | 2 | 3 |
| MS Teams | 2 | 3 |
| Application knowledge | | |
| Data Visualization | 1 | 2 |
| Process Improvement | 2 | 3 |
| Business Analytics | 1 | 2 |
| Customer Journey Mapping | 1 | 2 |
| Financial Statement Analysis | 1 | 2 |
| IT disciplines | | |
| Business Process Improvement | 2 | 3 |
| Lean Six Sigma Methodologies | 2 | 3 |
| Operational Excellence | 2 | 3 |
| Industry knowledge | | |
| Retail | 7 | 4 |
| Government Operations | 1 | 2 |
| Consulting | 1 | 2 |
| Other relevant skills | | |
| Leadership | 9 | 4 |
| Communication | 9 | 4 |
| Analytical Problem Solving | 2 | 3 |
| Team Coordination | 2 | 3 |
| Event Planning | 1 | 2 |

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