Veronica Hawkes

Consultant

9 years of experience in Business Analysis and Project Coordination

Profile

Veronica Hawkes is a dynamic and results-driven professional specializing in business analysis, project coordination, and operational excellence. With over nine years of experience in client-facing roles and a strong foundation in enterprise analytics, she combines analytical prowess with exceptional leadership and communication skills to deliver impactful solutions. Currently serving as a Business Analyst and Project Coordinator at CGI, Veronica excels at documenting business processes, creating actionable insights, and crafting future-state recommendations that enhance organizational efficiency. Her ability to translate complex data into comprehensive reports and implementation plans has consistently improved stakeholder communication and driven successful project outcomes.  
  
Veronica holds a Master of Business Administration in Enterprise Analytics from Dalhousie University, complemented by a Bachelor of Science in Human Kinetics from St. Francis Xavier University. Her academic achievements are reinforced by certifications such as Lean Six Sigma Green Belt and Certified SAFe 6 Practitioner, demonstrating her commitment to continuous learning and process improvement. She has also leveraged tools like Power BI, Tableau, and SAP to optimize data analytics and streamline operations within the Government of Nova Scotia, where she facilitated training programs for hundreds of participants and coordinated high-impact events.  
  
Veronica’s versatile skill set spans financial knowledge, problem-solving, and technical expertise with tools like Power Automate and MS Teams. Her ability to lead teams, whether in competitive sports, retail environments, or corporate settings, sets her apart as a collaborative and adaptable professional. With a proven track record of driving operational improvements and delivering exceptional client service, Veronica is positioned to make meaningful contributions in fast-paced, results-oriented environments..

CGI experience

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

* Documented current-state business processes to identify operational efficiency opportunities.
* Performed advanced analyses to derive actionable insights for project evaluation.
* Drafted streamlined processes, customer journey maps, organizational designs, and operational enhancements.
* Produced detailed reports using Excel and PowerPoint to improve stakeholder communication.
* Designed future-state blueprints, including organizational structure, roles, and cost analysis.
* Coordinated tasks, schedules, and resources to ensure project success within scope.

Technologies: Excel, PowerPoint

Other experience

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

Reviewed financial documents to ensure accurate cash flow.

* Interpreted financial records using finance and accounting knowledge.
* Allocated funds and organized bank deposits for the establishment.

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

* Created virtual programs and trainings for over 230 participants across the Provincial Government.
* Facilitated team meetings to identify and address organizational barriers.
* Developed standard operating procedures for consistent service operations.
* Oversaw Lean Six Sigma training programs, enhancing process improvement knowledge.
* Built Power BI dashboards for improved data analytics and insights.
* Supported government employees in achieving Lean Six Sigma Yellow Belt Certification.
* Planned and coordinated a major event with over 70 attendees.
* Implemented 5S methodology to enhance team efficiency.

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

* Resolved customer inquiries and complaints, showcasing strong communication and conflict resolution skills.
* Provided exceptional customer service in a fast-paced environment.
* Managed cash handling and prepared registers for store opening.
* Trained new employees on store policies, processes, and technology.
* Scheduled staffing and managed time for up to 8 cashiers per shift.
* Applied problem-solving, organizational, and communication skills across 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  Information Technology and Consulting   * Government * Retail   Technical specializations   * Business Process Improvement * Financial Analysis * Project Coordination * Operational Efficiency * Lean Six Sigma Methodology   Areas of expertise   * Leadership * Customer Service * Problem Solving * Data Analytics * Client-Facing Roles * Team Collaboration | Environments   * Fast-Paced Workplaces * Consulting Firms * Government Offices * Retail 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 | 6 | 4 |
| Power BI | 1 | 3 |
| Application knowledge | | |
| Business Process Improvement | 2 | 3 |
| Lean Six Sigma Methodology | 1 | 3 |
| Financial Analysis | 1 | 2 |
| IT disciplines | | |
| Data Analytics | 2 | 3 |
| Process Automation | 2 | 3 |
| Organizational Systems | 1 | 3 |
| Industry knowledge | | |
| Retail | 7 | 4 |
| Government Operations | 1 | 2 |
| Other relevant skills | | |
| Leadership | 6 | 4 |
| Communication | 6 | 4 |
| Problem Solving | 5 | 3 |
| Team Collaboration | 6 | 4 |
| Training and Development | 2 | 3 |

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