

Hania Memon

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SUMMARY OF QUALIFICATIONS

- **Software Proficiency:** Microsoft Office 365 (Advanced Excel, PowerPoint, Word, Visio), MySQL, Tableau
- **Technical Skills:** SQL, Tableau, HTML, CSS, JavaScript, Python, Java, PowerBI, SAS

EXPERIENCE

Project Coordinator Intern – Halton Region

06/2025 – Present

- Support the planning and coordination of an ITSM service transition and process improvement initiative by developing key project documentation, including a Project Charter, Work Breakdown Structure, and Process Flow Diagrams with Visio, to support the modernization of IT service delivery for 1500+ employees
- Conduct structured interviews with Halton Region staff to gather technical and functional requirements, identify operational inefficiencies, and document current-state IT workflows
- Support change management by facilitating feedback workshops and addressing concerns regarding status updates

Library Assistant 3B – Mississauga Public Library System

02/2024 – 06/2025

- Assisted customers with finding library materials by navigating library databases with over 1.5 million queries, operated online library services, and answered technical inquiries with strong written and verbal communication skills
- Conducted library programs and implemented feedback loops to actively collect and analyze participant feedback, informing program adjustments and enhancing community engagement
- Provided inclusive customer service to diverse communities, including assisting patrons with visual, mobility, and language barriers to access technology, print resources, and online services, in accordance with AODA principles

UX Analyst Internship – myAlpathway Inc.

02/2025 – 04/2025

- Designed and conducted comprehensive user testing sessions for myAlpathway Inc.'s ecommerce platform, gathering critical insights into user behaviour and preferences
- Consolidated user feedback and behavioural data to produce a report with testing results and recommendations

Library Supervisor – Mississauga Public Library System

11/2024 – 03/2025

- Leveraged analytical skills to provide data-driven insights on program engagement and participation, resulting in a 40% increase in participation rates
- Trained and supervised a team of 8 colleagues to use library resources and technologies, ensuring efficient operations
- Delivered engaging presentations to audiences of up to 30 people, promoting interactive learning and active participation

PROJECTS AND COURSEWORK

Online CV – ITM 780 Web Design and Management

- Used HTML, CSS, and JavaScript, Bootstrap, and learned class concepts to design a personal portfolio website with a user-friendly interface and create and link page components to showcase proficiency in front end development

Capstone Project – Mortgage Application System Improvement

- Collaborated with a TD branch in a hypothetical environment to propose system improvements and optimization for their mortgage application process by conducting As-Is and To-Be process modeling
- Designed and proposed automation and workflow enhancements that reduced estimated processing time by 30%, improving efficiency and minimizing manual intervention in the mortgage application system

Tableau Interactive Dashboard – ITM 752 Data Visualization

- Collected, cleaned, and aggregated a small dataset of 100 students to create a Tableau dashboard with 6 visualizations
- Used calculated fields within Tableau to analyze patterns and provide insights about the correlation between the geographic location and online shopping patterns of TMU students

EDUCATION

Toronto Metropolitan University – Toronto, Canada

09/2021 – 05/2025

Bachelor of Commerce - Business Technology Management Program

Dean's List Recipient

- **Excel Business Fundamentals Bootcamp:** VLOOKUP, COUNTIFS, Pivot Tables, SEARCH/FIND, etc
- **Power Bi Bootcamp (Level 1-2):** SUMX, FILTER, RELATED, EARLIERCOUNTROWS, SELECTCOLUMN, etc.