Hania Memon

Mississauga, ON | 437-344-3996 | memonihania@gmail.com | LinkedIn: hania-i-memon | Personal Website

SUMMARY OF QUALIFICATIONS

- **Software Proficiency:** Microsoft Office 365 (Advanced Excel, PowerPoint, Word), MySQL, Tableau, ArchiMate
- **Technical Skills:** SQL, Tableau, HTML, CSS, JavaScript, Python, Java, PowerBI, R
- **Analytical/Problem-Solving Skills:** Problem-solving, demonstrated through tailored solutions for library patrons
- **Customer Service/Client Relations:** Addressing customer needs, answering inquiries, providing tailored solutions within the Mississauga Public Library, using excellent written and verbal communication skills

EXPERIENCE

Library Assistant 3B – Mississauga Public Library System　　　　　　　　　**02/2024 – Present**
- Assist customers with finding library materials by navigating library databases with over 1.5 million queries, operating online library services, and answering technical inquiries with strong written and verbal communication skills
- Demonstrate strong interpersonal skills in a collaborative team environment, working with colleagues to support library services and addressing diverse patron needs effectively

UX and Market Research Analyst Internship, Riipen – myAIpathway Inc.　　　**02/2025 – 04/2025**
- Designed and conducted 25 comprehensive user testing sessions for myAIpathway Inc.'s e-commerce platform, gathering critical insights into user behaviour and preferences, and consolidating actionable recommendations into a report
- Utilized quantitative and qualitative findings and market trends research to improve website intuitiveness and accessibility, increasing the mean evaluated clarity score by 30% and the net promoter score by 50%

Library Supervisor (Contract) – 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 and enhanced service delivery
- Trained and supervised a team of 9 colleagues to use library resources and technologies, ensuring efficient operations

Library Page – Mississauga Public Library System　　　　　　　　　　　　**07/2022 – 02/2024**
- Developed excellent attention to detail and organization skills by shelving over 500 items per shift
- Applied LEAN principles to improve processes and enhancing operational efficiency, showing process optimization skills

PROJECTS AND COURSEWORK

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

Online CV – ITM 780 Web Design and Management
- HTML, CSS, and JavaScript and learned class concepts to design a personal portfolio website and create and link page components to showcase proficiency in front end development
- Implemented Bootstrap's accordion and navigation elements to create a user-friendly interface

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
- Used business process analysis and system modeling to streamline operational efficiency by 40%

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:** SUMX, FILTER, RELATED, EARLIERCOUNTROWS, SELECTCOLUMN, etc.