

# FARES MAHMOUD

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## PROFESSIONAL SUMMARY

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I am an enthusiastic and insightful finance student from the University of Calgary, with practical experience gained through my role at BMO Financial Group. My background includes not only a strong academic foundation but also hands-on involvement in customer service and financial operations. With over three years of experience, I am adept in areas like financial analysis, risk assessment, and client relations. My achievements include streamlining processes for efficiency and enhancing customer engagement. As a forward-looking professional, I am eager to apply my skills in a finance internship, aiming to contribute innovative solutions and drive positive outcomes.

## EDUCATION

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**Haskayne School of Business, University of Calgary**

**September 2021 — Present**

- *Bachelor of Commerce, Finance, Business Analytics*

## WORK EXPERIENCE

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**BMO Financial Group — Customer Service Representative**

**March 2022 — Present**

- Generated reports and assisted with documentation to support internal audits and client requests, enhancing overall compliance by 25%.
- Resolved over 50 technology-related and service issues weekly by liaising with internal departments and providing timely follow-up to clients.
- Followed compliance procedures and risk protocols to protect client data, identify unusual patterns, and uphold BMO's regulatory standards.
- Collaborated with senior advisors and team members to improve client onboarding workflows and enhance client satisfaction.
- Maintained and organized client files and transaction journals to improve operational efficiency and recordkeeping accuracy.

**Loblaw Companies Ltd. — Courtesy Clerk**

**August 2020 — February 2022**

- Enhanced client relationships, contributing to a 10% increase in repeat visits and a 7% rise in service ratings, fostering customer retention and business growth.
- Resolved 15 critical inter-departmental issues monthly, cutting complaint resolution time by 25% and improving overall service delivery.
- Optimized cash flow at checkout with \$10,000 daily handling, enhancing cash accuracy by 5% and reducing inventory discrepancies by 10%.

**Calgary CO-OP — Gas Bar Associate**

**December 2018 — September 2019**

- Trained over 10 new associates, enhancing team efficiency by 21%. This led to a 18% improvement in management outcomes, reflecting stronger colleague relationships.
- Oversaw financial duties, including nightly income counts of up to \$6,000, and assisted in end-of-day accounting procedures to ensure accuracy and efficiency.
- Demonstrated leadership by efficiently training new associates and fostering strong relationships with both colleagues and management.

## SUMMARY OF SKILLS

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**Communication & Interpersonal Skills:** Proficient in interpersonal and communication skills, demonstrated through a range of professional roles across various organizations, as well as active participation in group projects and networking events throughout my educational journey.

**Leadership & People Management:** Experienced leader with a proven ability to delegate tasks, mentor new employees, and build relationships while working effectively in teams ranging from 2-25 members. Skilled in guiding teams towards goals, and effectively managing diverse groups to foster a collaborative environment.

**Adaptability & Self-management:** Evident ability to manage time and behavior without the need for supervision. Demonstrated through effectively handling diverse roles at BMO Financial Group, Loblaws, and Calgary CO-OP. Excelled in autonomously managing tasks and responsibilities, showcasing the ability to work independently and efficiently in various operational environments. Proven adaptability in dynamic and challenging environments, showcased across various operational roles.

**Technical Proficiency:** Highly competent in Microsoft Office, SAP, Power BI, Primavera, and Databases, with excellent proficiency in financial analysis, risk management, and a strong ability to analyze and interpret financial data. Familiar with Governance and Corporate Compliance principles, demonstrated through adherence to GAAS and IFRS.

## EXTRACURRICULAR ACTIVITIES

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### ASN University of Calgary Club — VP of Finance

September 2023 — Present

- Managed the organization's financial operations, including budgeting and expense tracking, and coordinated fundraising activities, leading to an increase in funds for initiatives and events.
- Implemented financial policies and procedures to enhance accountability and transparency, supporting the organization's operational integrity.
- Collaborated in planning and executing cultural and educational events, financial mentorship, providing financial reports and insights that contributed to strategic decision-making and financial planning.

### BirchCliff Energy Oil & Gas Case Competition

November 2021

- Analyzed Canada's LNG production and financial statements amidst COVID-19 pandemic, comparing environmental limitations with OPEC nations. Presented findings to company analysts and investors.
- Accurately recorded expenditures and delivered product information to potential consumers, contributing to strategic investment decisions.

## CERTIFICATIONS & CREDENTIALS

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### Bloomberg

- *Bloomberg Market Concepts*
- *Finance Fundamentals*

### Harvard Business School

- *Identifying Competitive Risk*
- *Designing Organizational Structure*
- *Pricing Strategy*
- *Understanding Customer Needs*

### S&P Global

- *S&P CapitalIQ Pro*

### S&P Global Market Intelligence

### Harvard School of Engineering & Applied Sciences

- *CS50: Introduction to Computer Science*

### Google

- *Beginners Data Analytics*
- *Advanced Data Analytics*
- *Google Data Analytics 360*

### Data Studio

### Canadian Securities Institute

- *Canadian Securities Course*