

# Let's Talk Business

## For Ted Rogers School Students

These reports describe industry sectors and career paths of interest to Ted Rogers School students and alumni. Each report leverages BCH employment data and the expertise of our staff. This collaborative effort engages staff, students, alumni and the University Business Librarian.

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### A Day in the Life of an Operational Effectiveness Intern

We recently had a conversation with Gurleen Dhaliwal, a Ted Rogers Co-op Student graduating in 2025 from the Law and Business Co-op Program.

She spent her Winter 2023 Work Term as an *Operational Effectiveness Intern* within the Retail and Business Service Centre, under Global Operations at Scotiabank.



The Retail and Business Service Centre at Scotiabank is dedicated to helping provide support for mission-critical business units, customers, and various banking operations. Global Operations is focused on assisting customers to build their futures.



Within this report, we take an in-depth look into her experience as she takes the time to navigate us through her journey to her current role.

**Q:** What did you do on a "day-to-day" basis in your role as an Operational Effectiveness Intern at Scotiabank?

**A:** I had the opportunity to work under financial reporting within the Operational Effectiveness (OE) Group. As an intern, I was responsible for connecting with respective directors, auditors, financial officers, branch managers, and client relationship managers who contributed to the financial safety and compliance of clients and the Bank.



Working in an accelerating environment like financial reporting, it was critical to model and analyze financial statements to ensure the OE Group exceeded the internal audit team's reporting standards.



Every morning, I was responsible for completing two reports, the TCS Daily Exception Report and the DDM Un-posted Master Changes Report.

- 1 The TCS Daily Exception Report was a compliance-oriented report that required me to connect with directors and senior managers regarding financial transactions committed by their financial officers who had yet to seek authorization. I was responsible for reporting TCS authorization for the team in Montreal and Toronto.
- 2 Similarly, I worked on the DDM Un-posted Master Changes Report, which required me to gather transit information from all provinces about customers who had a service charge on their accounts. This report required me to inspect the charges on the customer's account and the input data presented in their account and then email the branch manager to question why an overdraft charge occurred. Thus, after the investigation, I would send my examination to my senior manager to authorize the findings in the report.



In the afternoon, I managed the BSC Support Inbox by attending to requests made by the Office of the President.

These requests ranged from senior managers requesting to change employee entitlements status to conducting an investigation of customer complaints and advising on solutions to sending branch updates of branch mergers or closing.



At the start of every month, I assisted my senior manager with the OLL Loan Exception Report and GL Expense Report, alongside many monthly reports used to analyze the financial activity of the Business Service Center. The OLL Loan Report required me to utilize the corporate and commercial customer query to investigate clients who had loans in either USD or CAD with over limits in their loan charges.

These over-limits would be investigated by reaching out to CRM, and adjustments would be made accordingly and sent to the audit for confirmation. Similarly, the GL Expense Report required me to analyze FFT Transactions Logs (which included the Banks' assets, liabilities, revenues, interest paid, and expenses) of 12 transits to analyze any changes causing a rise in costs and liabilities.

We then identified the employee whose name was on the ledger and conducted an investigation with snips of the evidence, which was then attached to the Excel report.

**Q:** What technology platforms did you use in your role?

**A:** **Salesforce** was an excellent platform for me to track which client relationship manager was allotted to which customer. This was an efficient tool to use when I needed to find the emails of CRMs and their history with the client's financial records.

**Microsoft Excel** was used to create financial reports and analyze raw data ranging from all transits, branches, and provinces. It efficiently categorized and displayed data to present to senior management in meetings.

**Outlook** enhanced communication as it allowed me to manage the BSC Support Inbox, track/set meetings, and manage my calendar.

**Microsoft Teams** was used to host daily meetings with the OE team, to connect with the team in Montreal, and as a platform for audit meetings. Similarly, it allowed me to communicate with my team members from OE and employees across provinces who were needed for reports.

**SharePoint** was the tool where we compiled all of our daily reports, audit artifacts, and resource templates for team meetings.



**Q:** How does your industry impact the world?

**A:** The existence of Operational Effectiveness within the banking industry is a critical factor for financial success. Banks depend heavily on their financial standing to maintain and increase consumer confidence.

OE is a department that measures the operating expenses, revenues, assets, and liabilities of the bank to recommend how the bank can utilize its technology, resources, and strategies to enhance its competitive positioning. OE is critical to the banking sector to measure the quality of their operations to produce the utmost efficient and productive strategy for economic growth within the market.

**Q:** Which industry trends should aspirational students be aware of?

**A:** The evolution of Artificial Intelligence is key for Law and Business students to grasp.

As AI has been expanding within the banking industry, students should be critical of questions such as how we would regulate AI in trade regulations and protect consumer Privacy regarding the evolution of AI in banking.

Regulations and case law are continuously changing, and students must proactively adapt and be open to learning law advancements.

**Q:** What advice would you give a Ted Rogers School student aspiring to work in your industry upon graduation?

**A:** Networking is an essential part of advancing your career within the banking industry. The Business Career Hub offers coffee chats with employers such as RBC, Scotiabank, TD, CIBC, and BMO. This platform is vital as it allows you to market yourself to non-advertised positions in the bank, meet with industry professionals who can provide career advice, and seek mentorship opportunities!

Similarly, banks such as TD and Scotiabank offer rotational postgraduate programs to students. For example, Scotiabank has the Catalyst Program and Velocity Program, which enables students to commit to a 12-18 month rotation where students get the opportunity to work in four different departments in the bank. This is an excellent opportunity if you are still curious about which banking department to pursue.




**Q:** Being a Ted Rogers Co-op student, how did you find the transition into your first Work Term?

**A:** The TRSM Co-op Program thoroughly prepared me for my first role at Scotiabank as an Operational Effectiveness Intern. Completing the Excel Bootcamp and challenge equipped me with essential skills, such as using VLOOKUP and IF statements to analyze consumer data for pivot tables.

Additionally, through Co-op Connect, I was paired with a senior student who mentored me on networking with employers, navigating interviews, and transitioning into the workplace. This mentorship provided invaluable insights for starting my career journey.

Your first Work Term is an opportunity to embrace challenges and personal growth. It's okay not to be the most experienced; the key is to be open to continuous learning.

**Q:** How did your Co-op experience help you with where you are today?

**A:**  My first Co-op experience as an Operational Effectiveness Intern was the stepping stone to getting experience within the regulatory and compliance sector, which is my career goal.

Post my role as an OE Intern, I got the privilege to work within the Regulatory Initiatives Group as a junior analyst at Scotiabank.

The skills I gained through OE, such as analyzing raw data in Excel, presenting PowerPoint decks, and simultaneously working on different reports, made me an attractive candidate in the field of regulatory law. With those experiences, I successfully identified and applied the Dodd-Frank Act legislation under VII and the European Market Infrastructure Regulations (EMIR) for Scotiabank's RPM Project.

Similarly, by utilizing my Excel skills, I constructed over 150 testing templates on Excel to ensure that Scotiabank complies with the Canadian Reporting Swap Dealer standards. Overall, the skills I gained in my OE role highly reflected the skills used in my recent Co-op placements.

## Want to Learn More for Free?

### Business CAREERHUB

#### Looking to make connections with TRSM alums?

The BCH has released a report on the best ways to interact with alums and other connections. Click [here](#) to learn more!



#### Want to learn more about Scotiabank's Velocity Program?

The Velocity program is geared towards those that are passionate about technology. To learn more, click [here](#)!

### TalentEgg

#### Find an Internship!

TalentEgg is a website that provides students with job applications for various internships, including those that are paid. To view this website, click [here](#)!



## Visit the Business Career Hub

#### Employer Events

Interested in expanding your network and meeting industry professionals? BCH organizes and hosts many industry events - refer to your 'Careers Newsletter' for a list of employer events.

#### Bootcamps/Prep Programs

Digital Communication - Elevator Pitch and/or Personal Branding, Emotional Intelligence, Having Courageous Conversations. [Click here to register for current Bootcamps.](#)

#### Career Coaching

For career coaching, interview prep and more, [schedule a 1:1 appointment](#) with a Career Consultant or a Co-op Coordinator.



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#### Co-op Coordinator Contributor Daniel Leone

Daniel is a Co-op Coordinator with the Ted Rogers School of Management with over six years of experience working as a Campus Recruiter for organizations such as PwC, Deloitte, and Questrade. His passions focus on understanding how to build and utilize professional relationships to better position yourself in the workforce.



#### Student Contributor Jillien Arrubio

Jillien is a Retail Management student currently working at the BCH and is also the current TRSS (Retail Management Director), and is passionate about learning everything related to sustainability and retail.