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.

Published July 2024

A Day in the Life of a Project Control Officer

We recently had a conversation with Shilpa Varghese, a recent Ted Rogers graduate from the Global Management Program.

At the time of writing this, she is currently working as a Project Control Officer, but now is working as a Business Consultant, at CGI.

CGI is a multinational company specializing in IT consulting and system integration. They work with clients worldwide to leverage technology for societal support and to shape a better future.

Within this report, Shilpa dives into what a project control officer does at CGI and what technologies are needed to complete this job effectively. She goes into depth on how the industry impacts the world and her experience with transitioning from school to full-time work.

in Shilpa Varghese

CGI

Q: **What do you do on a "day-to-day" basis in your current role?**

A: My day-to-day differed based on the projects I took on. The positive aspect of my role was that no two days are the same. I usually started my day by going through my emails to catch up on team activities and flag emails that I needed to reply to. I spent the earlier part of my day preparing for meetings, and tracking timelines and action items for projects.

Depending on the day, I met with our Co-ops, team leads, member committees and my manager for various internal projects and initiatives. With our Co-ops, I supervised 2 Co-ops in our team, I managed their workloads, looked at areas for advancement and provided mentorship to succeed in the role.

I was involved in 2 projects and 3 initiatives internally. My basic responsibility was to move these projects forward. I kept track of timelines, created agendas for meetings, gathered any financial information and followed up where necessary. My initiatives involved creating new processes, testing these processes and making changes where necessary. I am in the final stages of 2 initiatives, so I am currently working on creating documentation and knowledge transfers.

After my meetings, I usually have the last hour of the work day to myself. I usually handle any quick requests during this time. These include project code updates similar to cost codes for finance tracking, timesheet issues, equipment requests or pre-planning for the next day.

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

A: **Excel** - I used Excel daily for various projects. I keep track of project timelines, action items and agenda items using Excel. I also use it to analyze resource information and determine the cost of overtime paid out in my team.

Word - I used Word for meeting minutes and process documentation.

PowerPoint - For all internal and external meetings, we created decks with all the information condensed into a couple of slides. I created decks for strategic initiatives, internal meetings and dashboards for leadership. One of my initiatives right now is creating a new meeting minutes deck for a security meeting.

Microsoft Teams - I used Teams on a daily basis to connect with other members of the team. Our meetings were usually held on Teams.

BMC RemedyOnDemand - This is our ticketing system to track incidents and work orders. I used Remedy to put in work orders to add new users or create IDs for internal systems. I tracked statuses and looked up server information as well on this system.

Ensemble - I store all documentation and other working documents on Ensemble.

Intellex - I pulled resource information from this system to analyze our overtime costs and other cost-related information.

PSA Finance - I used PSA Finance daily to update any project codes, get information on project codes, and update any assignments for members.

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

A: Artificial intelligence and machine learning are slowly breaking through and solving major problems for companies. There is a huge focus on automation and process documentation to help others within the team. Companies are investing a lot to eliminate manual workarounds and have people focus on other projects and initiatives. Efficiency is a main focus as well.

Leveraging AI can be used to mimic problem solving and decision making capabilities of the human minid
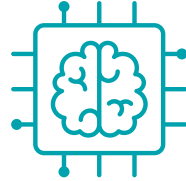
Leveraging AI can improve documentation processes and increases efficiency

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

A: Technology is constantly changing. The future of banking is technology and automation. More companies are willing to invest in ready-made applications and support for more specialized knowledge. The consulting aspect of the industry is still growing and will continue to make huge strides over the next few years with the introduction of new applications and the completion of projects.

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

A: If you are in your applying phase, tailor your resume to the role. I found it helpful to have a spreadsheet with all the positions I've held, the skills I gained/exhibited and what I would write on my resume so I could plug those points into my resume based on the job description. Networking is also another important skill to hone to be in the tech consulting industry. Speak to people through LinkedIn and stay curious!

If you have got your job, first of all, congratulations! Be proactive in your first week, read all the documentation you have access to and actively listen in every meeting. Introduce yourself to your teammates and create relationships with other Co-ops. Try to understand the team dynamics (think about the actor simulation in the Co-op symposium), and ask lots of questions.

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

A: I was definitely scared at first and had no idea what to expect. Initially, my method to deal with the fear was to arm myself with knowledge. I learnt as much as possible about the application I supported. I played around with various functionalities and paid close attention to what my manager and other leaders were saying to connect the dots. I also watched many videos about email etiquette and productivity through Jeff Su on YouTube. Funnily enough, it also helped to make a couple of jokes to ease the tension during meetings and keep things lighthearted.

Want to Learn More for Free?

gmsa

Are you interested in Global Management?

The GMSA fosters global innovations and provides diverse career opportunities, by hosting networking events featuring professionals from various industries. Click here to learn more.

TED ROGERS SCHOOL OF MANAGEMENT

Are you interested in innovation and technology?

Institute for Innovation and Technology Management (IITM) discovers ethical solutions to real-world problems within digital innovation management. Click here to learn more!

'GLASSDOOR'

Learn About Careers

Glassdoor provides insights on companies and industries to help gain a better understanding on employers and salaries. Enhance your job search 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' or visit here.

Bootcamps/Prep Programs

Microsoft Excel - Financial Modeling - VBA - Tableau - PowerBI - Ace This Case Capital Markets - R - Python 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.

TedRogersBCH   TedRogersBCH   TRSM Business Career Hub   www.torontomu.ca/trsm-careers/

**Staff Contributor
Laura Henshaw**

Laura is a Co-op Coordinator with a Bachelor of Arts Degree (Psychology), Career and Work Counselling Diploma and Human Resources Management Certificate. She has 13+ years experience working in post-secondary and recruitment environments, and enjoys working with Ted Rogers students to explore different career avenues through the Co-op program.

**Student Contributor
Alexandra Hollmann**

Alexandra is an Entrepreneurship and Strategy Co-op student who has worked as a Project Coordinator at the BCH. She has also been involved in the Entrepreneurship Association at TRSM.