NANCY GWANY

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EDUCATION

University of Waterloo
Waterloo • 09/2008 - 12/2013

Honours Bachelor of Mathematics:
Actuarial Science
- Received Queen Elizabeth II Aiming for the Top Scholarship
- Dean's Honor list for Fall 2010 – attaining a term average of 89%

Wilfrid Laurier University
Waterloo • 09/2008 - 12/2013

Honours Bachelor of Business Administration: Finance
- New Venture Presentation: Semi-finalist

SKILLS

- Advanced working knowledge of Excel
- Proficient with Python
- Familiar with SQL
- Worked with Salesforce, Marketo, Pardot, Cloudingo, Google Analytics
- Comfortable with new technologies and the ability to self-learn software

PROFESSIONAL SUMMARY

Accomplished and ambitious Actuarial Analyst with 4 years of experience in the consulting industry, looking to leverage extensive background in data manipulation, mathematical analysis, and communication facilitation into the data analytics field.

WORK HISTORY

HiMama - Revenue Operations Analyst
Toronto 01/2018 - Current

Responsibilities

- Harnessed the power of data analytics by conducting experimental studies including assessing the impact of voicemail and text message usage in sales cadence to inform strategic decision making
- Solely responsible for outbound lead generation by sourcing, scraping, importing and distributing highest quality prospects for sales team (annual quality score of 96%)
- Designed and managed North America Outbound Sales dial plan by conducting thorough market analysis and creating a 4-factor model
- Designed and managed scalable technical processes such as the creation of a data cleaning workbook (which saved more than 35 hrs of work monthly)
- Researched new avenues for growth while calculating Customer Lifetime Value to Customer Acquisition Ratios (CLV:CAC) in order to inform decisions on entering foreign international markets
- Managed and monitored lead data quality in Salesforce database using Cloudingo and automation softwares such as Pardot and Marketo
- Researched childcare philosophies, pedagogies and other changes in North American early childhood education field to learn the propensity to adopt innovative technologies

Accomplishments

- Sourced, cleaned, imported and distributed outbound leads which, in 6 weeks, led to a return on investment 546% higher than expected
- Implemented voicemail usage after conducting experimental study which led to receiving responses from prospects 38.7% faster and at a higher rate (34.1 % higher)
- Conducted analysis and presented recommendations on previously untapped home daycare market which led to the formation of a new team with 6 account executives bringing in annual recurring revenue of $460K
- Created weekly, monthly, quarterly and annual reporting model using key performance indicators such as net close rate, qualified demos completed, show rate, and annual average recurring revenue per lead. Report widely used by CEO and entire leadership team both internally and with external investors
- Owned and chaired biweekly meetings with CEO, leadership team and sales managers to assess rep performance against key performance indicators and implemented changes required to meet quota. Experienced a quarterly performance increase by 65% due to insights from biweekly meetings

EXAMS AND CERTIFICATIONS

- Foundations of Data Science Course - Grade: 93%
- Statistics for Data Science Course - Grade: 98%
- Machine Learning Course - Grade: 100%
- LLQP - Life License Qualification Program
- Actuarial Exam MLC/3 - Models for Life Contingencies
- Actuarial Exam P/1 - Probability Exam
- Actuarial Exam FM/2 - Financial Mathematics Exam
- Actuarial Validation by Educational Experience (VEE) credits completed
- CSC - Canadian Securities Course

LANGUAGES

- English - native proficiency
- French - full professional proficiency
- Arabic - limited working proficiency

Mercer - Group Health & Benefits Actuarial Analyst
Toronto 01/2012 - 04/2017

Responsibilities

- Analyzed members' benefits plan usage and worked with clients to assess needs in order to achieve desired outcome through cost saving strategies
- Completed financial impact costings for union negotiations under tight deadlines while anticipating and costing alternative scenarios that client may require
- Performed post-employment and post-retirement valuations for Fortune 500 companies with self-directed timelines while ensuring client and government mandated deadlines are met
- Performed financial audits, claims audits, and yearly renewals while negotiating with insurers on behalf of clients and communicating outcome to clients in relatable manner
- Completed Supplemental Executive Retirement Plan valuations, Registered Pension Plan valuations, and Affordable Care Act testing for US Health plans while facilitating multiple departments requirements and input to provide holistic approach to client's needs

Accomplishments

- Presented at client prospect meeting and received recognition at company quarterly meeting after the client joined Mercer
- First analyst chosen to participate in the "buddy program" based on informal mentoring observed and assigned new hire as mentee
- Promoted from Analyst to Senior Analyst to Associate in 9 months in recognition of ambitious and driven personality
- Accepted into the cross line of business rotational actuarial program including US Health and Benefits, Retirement, and Mercer MarketPlace 365 lines of business
- Received evaluation ranking of Outstanding while interning and asked to return full time before graduating

VOLUNTEER

- **High School Youth Leader** - September 2018 – Present
- **Co-Founder and Facilitator of St Demiana Women's Group** - September 2018 – Present
- **Camp Counselor, Toronto Kidz Summer Camp -** July 2017 – August 2017
- **Sunday Kindergarten Program Coordinator -** September 2016 – August 2018
- **Public Health Educator and English Teacher, Serve to Learn Coptic Orphans -** July 2015 & June 2016
- **Sunday School Teacher -** September 2009 – August 2016