

ABDUL WAHAB

Public Policy & Government Services Professional

Moncton, New Brunswick, Canada

CORE SKILLS

- MS Office (Word, Excel, Outlook, OneNote, PowerPoint, Access), Adobe
- Qualitative & quantitative research (data collection & analysis)
- Government of Canada systems: CSAP, CVWMS, Heron Rd, T-SAD, FileNet, T-TOWN
- Income tax, accounting, HR
- Client services & teamwork
- Administrative / management support
- Communications & policy analysis
- Training & staff management

EDUCATION

PhD in Information Studies/Science (*in progress, online*)

University of Wisconsin-Milwaukee

Graduate Certificate, Public Policy Analysis

University of Saskatchewan (*one course remaining*)

MA, English Literature (2018)

Lakehead University

MA, English Language & Literature (2012)

Jahangirnagar University

BA, English Language & Literature (2011)

Jahangirnagar University

CERTIFICATIONS

- Introduction to Accounting 01 — Cape Breton University (2023)
- Human Resource Management Certificate (*CPHR Canada Accredited*) — University of Manitoba (2023)
- Advanced Digital and Professional Training (ADaPT) — Toronto Metropolitan University (2020)
- Advanced Certificate for Master's/Doctoral Research (Humanities) — Indiana University, IUPUI (2016)
- Tri-Council Research Ethics (TCPS 2: CORE) (2016)

TRAINING COURSES

Canada School of Public Service

- Fundamentals of Information Management; Information Management in the GoC
- Protecting Sensitive Information in GCdocs
- Access to Information & Privacy Fundamentals
- System of Government from a Financial Perspective
- Performance Management for Government

Professional Summary

Results-driven public service professional with a strong track record of enhancing productivity, service quality, and operational efficiency across academic, government, and industry settings. Experienced in education, client service, administration, and management, with a proven ability to collaborate across functions to achieve service excellence. Currently serving as a Federal Public Service (FPS) Employee with the Government of Canada. Holds a Master's degree in English from Lakehead University, with a focused interest in social justice and climate change narratives. Recently completed graduate studies in Public Policy Analysis at the University of Saskatchewan and is currently enrolled in a PhD program in Information Studies/Science at the University of Wisconsin-Milwaukee, specializing in information policy, AI in public policy, access to information & privacy policy, and information security policy.

Work History

Jun 2024 -- Mar 2025 & Feb 2026 -- Present

Federal Public Service (FPS) Employee

Government of Canada — Moncton, NB

- Identify notices of objection, taxpayer relief requests, requests to extend deadlines, and other requests.
- Review objections and related requests; decide to confirm, vacate, or vary the assessment or determination and process accounts accordingly.
- Research, analyze, interpret, and apply legislative and regulatory provisions, policies, guidelines, and jurisprudence regarding the resolution of objections and related taxpayer relief.
- Communicate with taxpayers and/or their representatives to obtain information regarding disputes.
- Respond to internal and external requests for information, including contributing to the investigation and resolution of service issues.
- Prepare reports, letters, and other material to document communications, analysis, and all steps undertaken to resolve disputes.
- Process access requests presented under the Access to Information Act and the Privacy Act.

May 2025 -- Jan 2026

Federal Public Service (FPS) Employee

Government of Canada — Moncton, NB

- Communicated with taxpayers to resolve outstanding debts through negotiation and payment arrangements in compliance with departmental policy.
- Analyzed financial information to assess ability to pay and determine appropriate collection actions.
- Negotiated payment arrangements with taxpayers in tax debt, ensuring compliance with departmental parameters.
- Initiated enforcement measures such as garnishments or legal referrals when necessary.
- Maintained accurate documentation of case activity and ensured confidentiality of sensitive information.
- Educated taxpayers on their obligations and promoted voluntary compliance with tax laws.
- Collaborated with internal departments to resolve complex account issues and support risk mitigation.

Jul 2023 -- Jun 2024

Federal Public Service (FPS) Employee

Government of Canada — Halifax, NS

- Located and contacted non-compliant taxpayers or their representatives; negoti-

- How to Be Digital in the Public Service
- Policy Making & the 2030 Agenda for Sustainable Development (case study)
- Foundations of Data Analysis; Basic Analytical Methods

HONOURS & AWARDS

- Faculty Research Award, Lakehead University (2016–18)
- M.S. & A.B. Chen LU 30th Anniv. International Graduate Bursary (2017)
- International Tuition Waiver Scholarship, Lakehead University (2017)

ADDITIONAL INFORMATION

- Canadian citizen and Federal Public Service (FPS) employee, Government of Canada
- Volunteer: Treasurer & Financial Planner, Lakehead University Student Association (LUBSA)
- Volunteer: International Student Representative, Student Health Center, Lakehead University

ated arrangements for filing outstanding tax returns.

- Obtained, reviewed, and analyzed information available internally and externally, including from third parties, relating to individuals, corporations, trusts, or partnerships to establish tax filing potential.
- Initiated action, including assessments under subsection 152(7) of the Income Tax Act (ITA), to gain compliance with filing requirements.
- Provided information and assistance to taxpayers, answering inquiries relating to filing requirements or actions taken on their accounts.

Jan 2021 -- Jul 2023

Assistant Branch Manager

Sherwin-Williams — Dartmouth, NS

- Aggregated and analyzed data related to administrative costs to prepare budgets for corporate-level management.
- Managed all aspects of branch operations, including customer service, marketing, merchandising, inventory, financial reports, store safety, budgeting, finances, credit, and accounts receivable.
- Hired, trained, managed, and retained store staff; managed schedules and evaluated performance for a branch with over \$2.00M in sales and a team of 5–6 employees.

Sep 2015 -- Aug 2016

Lecturer in English

Bangladesh Army International University of Science & Technology — Comilla, Bangladesh

- Planned, prepared, and delivered lessons on American literature, British literature, and communicative English to classes of 50 students, 10–12 classes weekly.
- Taught English language to undergraduate students in an ESL setting.

Aug 2013 -- Aug 2015

Lecturer in English

Khawaja Yunus Ali University — Sirajgonj, Bangladesh

- Planned, prepared, and delivered lessons on American literature, British literature, and communicative English to classes of 50 students, 10–12 classes weekly.
- Taught English language to undergraduate students in an ESL setting.

Research Experiences

Publications

- Wahab, A. (2017). Mental illness: The healing power in Bessie Head's *A Question of Power*. *International Journal of English Literature and Social Sciences*, 2(4), 139–143. <https://doi.org/10.24001/ijels.2.4.17>
- Wahab, A. (2017). Binary oppositions: The structure of power in *A Question of Power* by Bessie Head. *English Literature Journal*, 4(3), 821–823.

Recent Notable Research Work

- Wahab, A. (2025). *Beyond transparency and consent: Critical rethinking of access to information and privacy in Canadian digital governance* (graduate paper, unpublished manuscript). School of Information Studies, University of Wisconsin–Milwaukee.
- Wahab, A. (2025). *From cybersecurity to civic security: Re-evaluating information security in Canadian public institutions* (graduate paper, unpublished manuscript). School of Information Studies, University of Wisconsin–Milwaukee.
- Wahab, A. (2024). *Analyzing Nova Scotia's Output-based Pricing System (OBPS) as a carbon pricing policy in response to the Pan-Canadian Framework (PCF)* (graduate paper). University of Saskatchewan, Public Policy Analysis program.
- Wahab, A. (2018). *Climate refugees: A potential threat to the border security of the USA in the film Climate Refugees by M. Nash* (graduate paper). Lakehead University.