

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 a Consultant

We recently had a conversation with John Scharrer, who graduated from the Business Technology Management program at the Ted Rogers School of Management in 2020.

John currently works as a *Consultant* at Deloitte.

Deloitte is among the “Big Four” professional services firms, alongside PwC, Ernst & Young, and KPMG. The company offers professional business services to their clients, including auditing, human resources consulting, tax and strategy management.

In this report, John shares what type of work he does, the software platforms he uses, and some advice for those of you interested in learning more about this exciting career path.



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

A: To describe what I do on a 'day-to-day basis' is difficult. At Deloitte, I engage in a wide variety of different types of work every day in addition to pursuing professional development opportunities. As a Consultant, my primary responsibilities are to my clients, meaning most of my days are spent in a combination of meetings, workshops, and executing on deliverables.

The types of work I engage in are determined by the types of projects I am on, with some being more client-facing while others are more behind the scenes. For example, I am currently engaged in an *Employment Augmentation* project where I have been placed on a client's team and work directly with them daily. It is almost like I am an employee-on-loan, which results in a lot of face time and collaboration with the client and not as many internal meetings or touchpoints with my Deloitte team.

A: In addition to client work, there are a host of other activities and types of work that I participate in. I often draft client proposals, perform market research, participate in networking and relationship-building events, and attend vendor trainings to obtain new certifications.

In summary, I have a lot of say and control in what my day-to-day looks like, and no two days are ever the same. Beyond the client work, if you are looking for exposure to a new topic or industry, chances are you can get involved. It comes down to your ability to manage your time and knowing your capacity.



Team Meetings



Client Meetings



Workshops



Deliverables



Networking

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

A: The most common tools I use at Deloitte are those within Microsoft 365 - including Excel, Outlook, Teams, and PowerPoint. A lesson I learned very quickly is how much Deloitte uses PowerPoint for almost everything from client engagements to internal projects. I always recommend to anyone looking to work for Deloitte, to be proficient with PowerPoint as it is a highly valued skill within the firm.

Additionally, depending on the type of client engagement, you may be working with and/or implementing a technology solution for your client. These may include tools such as Privacy Enhancing Technologies such as OneTrust or Data Management platforms such as BigID.



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

A: 1. **Cloud computing & cloud services**, such as Amazon Web Services (AWS), Google Cloud Platform (GCP), Microsoft OneDrive and more, have become increasingly utilized by organizations in response to the COVID pandemic and virtual work environments. This has resulted in high quantities of various information types being stored on the cloud, meaning the severity of potential breaches has also drastically increased. More than ever, organizations are seeking guidance and support in the secure development, implementation, and maintenance of cloud service models and solutions.

2. **Employee training and awareness:** As many organizations transitioned to a virtual work environment to allow employees to work from home during the pandemic, they began facing new challenges with data handling and governance. New employee training and awareness on effectively and securely handling sensitive information within their homes became critically important. This trend is set to continue as organizations move to new hybrid models and work-from-home remains a permanent option.

3. **Third-party compromise:** Third parties are becoming a top target to penetrate an organization through commonly used tools, technologies, or services. As such, organizations face an increasing need to identify and monitor the risk of technology or solutions provided by third parties. The industry is seeing an increase in Supply Chain Attacks, which are proving to be very effective and can be challenging to remediate.



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

A: One of the things that surprised me the most when I joined Deloitte Cyber was the breadth of background and experience my colleagues had. I have team members with expertise in healthcare, banking, law, shipping, and more, and I have since learned, that Deloitte sees these non-cyber-related experiences as assets to the firm. The reason being that cyber-related attacks and incidents can occur in any industry, on various types of technology, and can involve virtually any subject matter you can think of. Having team members with varying types of experience helps the firm ensure that a subject matter expert is always available, regardless of the topic or issue.

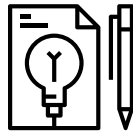
In summary, while acquiring cyber-specific experience is a good thing for anyone looking to move into the industry, you should also seek other experiences. It will not only deepen your professional skillset and knowledge base, but broaden your horizons.

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Career Consultant Contributor Sarah August Devlin

Sarah is a Career Consultant with 5+ years of experience in the human resource, recruitment, and career services industry. She is passionate about helping clients communicate their value using a strengths-based approach to land meaningful work.



Student Contributor Ajenth Suthanathan

Ajenth is a 4th-year Human Resources Management student working part-time at the BCH. He is an aspiring HR professional looking to join the Talent Acquisition field.