
ABDUL WAHAB

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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 Appeals Officer at the Canada Revenue Agency (CRA). Holds a Master's degree in English from Lakehead University, with a focused interest in Social Justice and Climate Change narrative. Recently studied the program in Public Policy Analysis at the University of Saskatchewan and am 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.

SKILLS

- Office (Word, Excel, Outlook, OneNote, PPT, Access), Adobe
- Qualitative/Quantitative Research (Data collections & Data analysis)
- GC software: 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

WORK HISTORY

Appeals Officer, 06/ 2024 – 03/2025 & 02/2026 -Current

Canada Revenue Agency (CRA), NBTSO

- Identify notices of objection, taxpayer relief requests, requests to extend deadlines, and other requests.
- Review objections and related requests, and decide to confirm, vacate, or vary the assessment or determination and process the taxpayer's account accordingly.
- Research, analyze, interpret, and apply legislative and regulatory provisions, policies, guidelines, and jurisprudence regarding the resolution of objections and related taxpayer relief.
- Communicates with taxpayers and/or their representatives to obtain information regarding the dispute.
- 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 documents, access requests, and access to information requests presented under the Access to Information Act and the Privacy Act

Collections Contact Officer, 05/2025 – 01/2026

Canada Revenue Agency (CRA), Moncton-NBTSO

- Communicated with taxpayers to resolve outstanding debts through negotiation and payment arrangements in compliance with CRA policies.
- Analyzed financial information to assess ability to pay and determine appropriate collection actions.
- Negotiated payment arrangements with taxpayers in tax debt, ensuring compliance with CRA 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.
- Collaborate with internal departments to resolve complex account issues and support risk mitigation.

Non-Filer Officer, 07/ 2023 – 06/2024

Canada Revenue Agency (CRA), Halifax-NSTSO

- Located and contacted non-compliant taxpayers or their representatives. Negotiate arrangements with taxpayers for filing outstanding tax returns.
- Obtained, reviewed, and analyzed information available internally and externally, including information from third parties, relating to individuals, corporations, trusts, or partnerships. The information is used to establish the tax potential for outstanding returns.
- Initiated action, including assessments under subsection 152(7) of the Income Tax Act (ITA), to gain compliance with the filing requirements administered by the CRA.
- Provided information and assistance to taxpayers, answering inquiries relating to the filing requirements administered by the CRA or actions taken on their accounts.

Assistant Branch Manager, 01/2021 -07/2023(Full-time)

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, store finances, credit, and accounts receivable.
- Hired, trained, managed, and retained store staff, managed employee schedules, assigned duties, and evaluated job performance, ensuring the workplace environment was conducive to learning and professional growth. Managed a branch with a size of over 2.00 million in sales and a team of 5-6 full and part-time employees.

Lecturer in English, 09/2015 - 08/2016, (Full-time)

Bangladesh Army Int. University of Sci. & Tech. – 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.

Lecturer in English, 08/2013 - 08/2015, (Full-time)

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.

EDUCATION

PhD in Information Studies/Science (Online evening & weekend program, in Progress)

University of Wisconsin-Milwaukee, USA

Specialization: Role of AI in Policy, Government Information Policy, Access to Information & Privacy Policy, and Information Security Policy.

Graduate Certificate of Public Policy Analysis

University of Saskatchewan, Saskatoon, Canada

Related Courses: Ideas in Public Policy Analysis, Indigenous Peoples & Public Policy, Economics for Public Policy Analysis (one course left)

Master of Arts: English Literature, 2-year Degree (Graduated 2018)

Lakehead University - Thunder Bay, ON

Specialization: Media & Film Studies, Culture and Social Justice, Narratives of Climate Change.

Master of Arts: English Language & Literature, 1-year Degree (Graduated 2012)

Jahangirnagar University - Dhaka, Bangladesh

Specialization: Media & Film Studies, Postcolonial Writings, Culture, and Gender Studies.

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).

CERTIFICATIONS

- Introduction to Accounting 01: Cape Breton University, NS (2023)
- Human Resource Management: Certificate Program (CPHR Canada Accredited) Completed Courses: HR Legislation, Workplace Health & Safety, Labour Relations, Organizational Behaviour. University of Manitoba - Winnipeg, MB (2023)
- Advanced Digital and Professional Training (ADaPT) - Ted Rogers School of Management - Toronto Metropolitan University- (2020)
- An Advanced Level Certificate for Master's and Doctoral Students (For Research in Humanities), Indiana University School of Education – IUPUI 2016 (2016, during MA at Lakehead University)
- Tri-Council Policy Statement: Ethical Conduct for Research Involving Humans Course on Research Ethics (TCPS 2: CORE), Panel on Research Ethics (2016, during MA at Lakehead University).

TRAINING COURSES

School of Public Service, Canada

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| • Fundamentals of Information Management | • Performance Management for Government. |
| • Information Management in the Government of Canada | • How to be Digital in the Public Service. |
| • Information Management: Supporting Programs & Services | • Applying an Integrated Approach to Policy Making; Policy Implementation Case Study: The 20230 Agenda for Sustainable Development. |
| • Protecting Sensitive Information in GCdocs. | • Foundations of Data Analysis: The Analytical Process |
| • Access to Information and Privacy Fundamentals. | • Basic Analytical Methods, Data Analysis |
| | • The System of Govt from a Financial Perspective. |

HONOURS/ AWARDS

- Faculty Research Award, Department of English, Lakehead University (Sep. 2016- May 2018)
- M.S. & A.B. Chen LU 30th Anniv. International Grad Bursary, Lakehead Uni. (2017)
- International Tuition Waiver, Department of English, Lakehead University (2017)

VOLUNTEER EXPERIENCE/ADDITIONAL INFORMATION

- Worked as a Treasurer (Team Leader) and Financial Planner for Lakehead University Student Association (LUBSA).
- Worked as an International Student Representative at the Student Health Center, Lakehead University, Thunder Bay, Canada.
- Canadian Citizen and a Federal Government employee.