

Thomas Mihaljevic

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EDUCATION

- Lakehead University** — *Master of Arts, Economics* Sep 2025 – Present
- University of Western Ontario** — *BA, Business Management and Organizational Studies* Sep 2018 – Apr 2022
Honours Specialization in Finance and Administration.

EXPERIENCE

- Ontario Public Service** — *Program Administrator, Student Support Branch* · Thunder Bay, ON April 2026 – Present
- Adjudicated approximately 220 supporting documents per week for OSAP applications, determining applicant eligibility under program policy and provincial student aid legislation.
 - Assessed documentation across academic progress, disability status, SIN corrections, and bankruptcy files, verifying submitted information and identifying discrepancies requiring correction.
 - Issued manual payments where system-generated funding did not process, and communicated approval and rejection decisions to applicants through the ministry application portal.
- Lakehead University** — *Graduate Assistant, Department of Economics* · Thunder Bay, ON Sep 2025 – Apr 2026
- Provided instructional support for undergraduate economics courses through weekly office hours, reinforcing microeconomic theory and quantitative methods.
 - Assessed assignments and exams for 100+ students per term, delivering written feedback calibrated to course-level learning outcomes.
- St. Joseph's Care Group** — *Business Office Clerk, Accounts Receivable* · Thunder Bay, ON Sep 2022 – Aug 2025
- Managed inpatient revenue collection averaging \$400,000 per month, ensuring accurate general ledger entry and full legislative compliance.
 - Reconciled Patient and Mental Health Trust accounts averaging \$75,000 in balances against monthly transaction volumes of \$40,000.
 - Analyzed healthcare policy to maintain operational compliance and prepared chronic co-payment agreements for clients and decision-makers.
 - Produced monthly receivables reporting to support collections strategy and improve financial accuracy across the billing cycle.
- Canada Revenue Agency** — *Collections Officer* · Thunder Bay, ON Jun 2021 – Sep 2021
- Managed 500+ taxpayer accounts, assessing legal collectability and enforcing compliance with CRA regulations.
 - Identified and actioned uncollectable accounts, reducing active case volume and improving team throughput.
- Reddit, Inc.** — *Data Analyst, Contract* · Remote Dec 2019 – Aug 2020
- Analyzed engagement data from 2,000+ online communities to surface behavioural trends and inform algorithmic content recommendations.

RESEARCH & PROJECTS

- NHL Trade Market Efficiency Model** · *Masters Research Project* In Progress
- Builds a valuation framework that prices players, draft picks, and prospects on a single comparable scale, weighing what a team gives up in a trade against what it gets back. Applies it to completed NHL trades to identify where the market systematically misprices assets.
- Sanctions Evasion and Economic Coercion** · *Economic of Defence* 2026
- Builds a game-theory model of how and why third-party intermediaries help sanctioned states evade enforcement, using Russia after 2022 as a case study. Identifies the conditions under which evasion becomes rational and where enforcement can realistically deter it.
- Canadian Housing Affordability: The Case for Zoning Reform** · *Public Finance, Expenditure* 2021
- Measures the gap between home prices and construction costs across Canadian cities, attributing it to municipal building restrictions rather than land or material costs. Argues that zoning reform is the most direct lever available to policymakers on affordability.

SKILLS

- Technical** Python, Stata, R, SQL, Tableau, Microsoft Excel
- Quantitative** Econometrics, Game Theory, Economic Policy Analysis, Large Dataset Analysis
- Professional** Regulatory Compliance, Policy Interpretation, Case Adjudication, Financial Reporting