

ABHISHEK MAKWANA

LinkedIn: www.linkedin.com/in/abhimak4
Phone: +1 437-661-6047

Portfolio: [Abhishek Makwana | M.Sc. CS & IT](#)
Email: Abhi.mak4@gmail.com

Profile Summary

Detail-oriented Data Analyst | Data Engineer

Analytical and tech-savvy professional with hands-on experience in data analysis, visualization, and process improvement. Skilled at interpreting datasets, identifying trends, and supporting data-driven decisions to optimize business operations.

- Proficient in **SQL, Python (Pandas, NumPy), Excel (Advanced), MongoDB, and ETL workflows**.
- Knowledge of **data cleansing, migration, validation, and automation** to improve accuracy and efficiency.
- Experienced in **data visualization and reporting** using Power BI, Tableau, and Excel dashboards.
- Strong understanding of **data governance, quality assurance, and basic data modeling**.
- Effective at **stakeholder communication, documenting requirements, and supporting process improvements**.

Education

- **Post Graduate Diploma in Cloud Data Management**
Conestoga College, Canada | December 2024 | **GPA: 3.40**
- **Master's in computer science & information technology**
Gujarat University, India | 2021 | **CGPA: 3.34**
- **Bachelor's in computer science & information technology**
Gujarat University, India | 2019 | **CGPA: 2.74**

Technical Skills

- **Frontend & Backend Development**
React.js, Redux, Node.js (Express), Python, Django, C# (.NET), Java, C++, RESTful API Design
- **Cloud & DevOps**
AWS (EC2, S3, IAM), Docker & Containerization, CI/CD, Terraform, Security as Code
- **Database & Data Analytics**
PostgreSQL, MongoDB, Firebase, Pandas, NumPy, Data Visualization
- **Cybersecurity**
Vulnerability Scanning, Network Security & Protocols, Threat Analysis & Mitigation
- **Tools & Platforms**
Linux Administration, Unity, Git & GitHub Actions, Jira, API Integration
- **Soft Skills**
Critical Thinking, Problem-Solving, Communication, Stakeholder Engagement

Professional Experience

1. **SAP B1 Technical Consultant | VCERP Consulting PVT. LTD., India | May 2021 – May 2022**
 - Conducted enterprise data management training focusing on SAP B1 fundamentals, ETL processes, and business intelligence.
 - Analyzed business **sales data**, providing actionable insights that **improved revenue forecasting by 15%**.
 - Optimized **SQL queries, reducing report generation time by 30%**, improving operational efficiency.
 - Gained hands-on experience in data transformation, SQL query optimization, and real-time reporting.
 - Assisted in data cleansing, integration, and migration projects for improved system performance.
2. **Tech Support Specialist | Bell, Canada | Jan 2025 – Oct 2025**
 - Assisted in analyzing 3,000+ monthly service tickets using basic SQL queries to identify recurring technical issues, contributing to a **15% reduction in repeat incidents**.
 - Supported data cleansing and validation of customer and network records, improving data accuracy by **15%**.
 - Helped automate simple ticket categorization tasks using structured data filters, reducing manual processing time by **20%**.

- Conducted preliminary root cause analysis on common service disruptions, assisting senior teams in reducing escalation rates by **15%**.
- Maintained accurate documentation of incidents and technical procedures, supporting SLA compliance improvements by **10%**.

Certifications & Achievements

- AWS Certified Cloud Practitioner
- Machine Learning Workshop – K.S. School of Business Management, Gujarat University, India
- Java App. Development – Tops Technologies
- Microsoft Certified: Azure Fundamentals
- Microsoft Certified: Data Analyst Associate (In Progress)

Projects

1. **Online Electronics Selling System | Advanced Java, Gujarat University Feb 2019**
 - Developed a Java-based e-commerce system for electronic products, incorporating secure database transactions and user-friendly UI.
 - Implemented data-driven inventory management and sales tracking, **improving efficiency by 25%**.
2. **Migration Project for Pet Food E-Commerce Business | SharePoint Administration, Conestoga College December 2024**
 - Designed and deployed a SharePoint-based e-commerce business solution, improving workflow efficiency.
 - Configured M365 Admin Center and implemented custom lists, libraries, and workflows.
 - Used Power Automate for business process automation, **reducing manual efforts by 30%**.
 - Migrated business data from local storage to SharePoint Online, improving data security, scalability, and accessibility.