ABHISHEK MAKWANA

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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.