

ABYAD KHAN

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TECHNICAL SKILLS

Languages/Frameworks: Python, SQL, Pandas, NumPy, Scikit-Learn, HTML, CSS, JavaScript, Django, Java

Tools: Power BI, Excel, Tableau, Git, GitHub, Hadoop, Firebase, Oracle, JupyterLab, Visual Studio, VS Code, SSRS, SSAS, Unix

EXPERIENCE

Bazz Digital Systems

Toronto, ON, Canada

Project Coordinator, Business Systems Analyst

Jan 2024 - Apr 2024

- Designed and implemented a custom data tracking platform for inventory forecasting and control
- Led system design in Enterprise Architect aligned with **30+** stakeholder specs
- Reduced inventory mismatch by **30%** using automated logic and SQL triggers
- Deployed KPI-based dashboards in collaboration with IT and business teams to ensure data-driven oversight

Sun Valley Market

Toronto, ON, Canada

Customer Service Representative

Jan 2023 - Apr 2023

- Resolved **50+** daily customer inquiries and escalations across in-store and phone channels
- Maintained **95%** inventory shelf accuracy by building log-based collaboration workflows
- Delivered performance reports to supervisors to support service quality improvement initiatives
- Improved communication between frontend and backend teams by leading weekly team syncs

PROJECTS

NBA Dashboard | *Power BI, DAX, REST API*

- Built a comprehensive dashboard that conveys actionable insights on team and player performance in the NBA
- Strategically used REST APIs, overcoming request limitations by scheduling requests to extract **500K+** records

Customer Churn Risk Predictor | *Python, SQL, NumPy, Pandas, Tableau*

- Built classification model on telco customer dataset, achieving **85%** prediction accuracy
- Cut model runtime by **40%** by applying pipeline optimization techniques
- Presented findings through a data storytelling-focused dashboard

COVID-19 Tracker – Ryerson University Hacks | *Python, Tableau*

- Created global dashboard with outbreak heatmaps and trend forecasts across **100+** regions
- Incorporated region-based segmentation and risk mitigation metrics using exponential smoothing

Sales Data Monitoring & Forecasting Tool | *Power BI*

- Automated real-time sales dashboards used across **3** departments
- Implemented A/B test logic to track performance impact of pricing and discounting strategies
- Reduced executive reporting time by **60%** via report refresh scheduling

EDUCATION

Toronto Metropolitan University (Formerly Ryerson University)

Toronto, ON, Canada

Bachelor of Commerce (BComm), Business Technology Management

Apr 2024

- Relevant Coursework: Data Visualization, Database Systems, IS Project Management
- Activities: ULHACKS Hackathon, Peer Mentor (Fit for Business), TEDx Involvement

CERTIFICATIONS

- Google Analytics Certification** – Google Skillshop (Exp. Sept 2025)
- AWS Cloud Fundamentals** – Simplilearn (2024)