

ABYAD KHAN

EDUCATION

Toronto Metropolitan University | Toronto, ON
Bachelor of Commerce in Business Technology Management | May 2024

- Relevant Courses: Data Visualization, Database Systems, IS Project Management
- Activities: Ted Rogers ACE, Fit For Business (Mentor), ULHACKS Hackathon

SKILLS

Programming & Databases: Python, SQL, MSSQL, Pandas, NumPy, Scikit-learn, JavaScript
Analytics & Visualization: Power BI, Tableau, Excel, DAX, SPSS, REST APIs
Platforms & Tools: Azure, Oracle, Unix, Git, SSRS, SSAS, DataGrip, Azure Data Studio
Software: Microsoft Office Suite, Enterprise Architect

PROFESSIONAL EXPERIENCE

Customer Support Specialist	Sun Valley Market	Jan-Apr 2023
<ul style="list-style-type: none">- Handled daily customer inquiries and complaints across in-store and phone channels, ensuring timely issue resolution.- Created inventory update logs and collaborated with backend staff to maintain 95% shelf accuracy.- Led weekly shift meetings, helping streamline communication between front and back store operations.		
Technical Support Analyst	FacilityOS	May-Sep 2022
<ul style="list-style-type: none">- Resolved 100+ customer issues via support portal; documented recurring issues into knowledge base.- Led onboarding sessions for 3 junior support reps, enhancing first-response resolution by 20%.- Maintained Jira ticketing and executed root cause analysis for common infrastructure incidents.		
Team Lead & System Designer	Bazz Digital Systems	Jan-Apr 2024
<ul style="list-style-type: none">- Led a cross-functional team of 4 to design and implement a custom inventory system using SQL and Azure.- Designed system architecture in Enterprise Architect; aligned with 30+ technical specs from stakeholders.- Reduced inventory discrepancies by 30% and automated manual tracking processes, improving efficiency and accuracy.		

PROJECTS

Data Analyst & Developer	NBA Analytics Dashboard	Feb 2025
<ul style="list-style-type: none">- Built an interactive dashboard using Power BI to analyze 7,000+ NBA player stats and salary data.- Created 20+ visualizations and presented executive report with strategies for revenue growth.- Highlighted a 15% seasonal revenue dip and proposed data-backed promotional timing strategies.		
Data Analyst	Sales Data Analysis	Nov 2024
<ul style="list-style-type: none">- Automated weekly executive reporting using Power BI, reducing reporting time by 60%.- Created KPI dashboards for marketing and finance teams, used in 3+ departments daily.- Performed A/B analysis to support strategic timing of product promos based on sales cycle data.		
Data Analyst	COVID-19 Global Analysis	Sep 2024
<ul style="list-style-type: none">- Developed Tableau dashboard with global COVID-19 data from WHO and public health sources, covering trends from 100+ countries.- Segmented trends by region and population; enhanced feature detection using Python.- Predicted future outbreak patterns and alert triggers using exponential smoothing.		
Data Science Intern	Churn Prediction	Apr 2024
<ul style="list-style-type: none">- Preprocessed large-scale telco customer data using SQL and Pandas.- Achieved an 85% accuracy rate on test data and reduced churn prediction time by 40%.- Delivered model insights to panel of analytics professionals using interactive Tableau dashboard.		
Logix Analytics Inc	Business Intelligence Analyst	Jan 2024
<ul style="list-style-type: none">- Reduced manual reporting workload by 25% through automation scripts in Python.- Developed mock BI reporting workflows using Jira to simulate real-world ticketing and service desk scenarios.- Created internal documentation for troubleshooting processes to reduce resolution time by 20%.		

CERTIFICATIONS & TRAINING

- Google Analytics Certification - Google Skillshop (Exp. Sep **2025**)
- AWS Services Fundamentals - Simplilearn (Issued **2024**)