



Detail-oriented IT professional specializing in data analysis, business intelligence, and web development. Skilled in extracting insights from large datasets using Tableau, SQL, and Python. Adept at designing interactive dashboards, automating workflows, and improving decision-making through data visualization and reporting

EDUCATION

Kwantlen Polytechnic University

- **Bachelor of Technology in Information Technology** | Expected Dec 2025 | Dean's Honor Roll
- **Diploma in Computer Information Systems** | Sep 2017 - Aug 2019

TECHNICAL SKILLS

- **Programming Languages:** Java, JavaScript, C++, Python, PHP, SQL, Shell Scripting, HTML, CSS, XML
- **Tools & Software:** Tableau Prep and Desktop, VSCode, Android Studio, Node.js, MS Visio, AWS, and Odoo
- **Project Management:** Scrum, MS Project

PROJECTS

- **Retail Sales & Profit Analysis – Tableau** - Built an interactive **Tableau dashboard** using **Tableau Prep & Desktop** to analyze sales, profitability, and customer impact. Applied **ranking, aggregations, ratio analysis, and calculated fields** to identify top customers, high-cost products, and regional profit trends.
- **SharePoint Content Management Solution:** Coordinated the creation of a SharePoint-based **content management system** for Casa Terra Cleaning Inc, which encompassed understanding business processes through interviews and integrating them into a comprehensive SharePoint solution.
- **Knight's Sports Store:** Developed a fully functional e-commerce website for sports equipment retail, featuring user authentication, breadcrumb navigation, and dynamic product display. Built with **PHP, MySQL, HTML, CSS, and JavaScript**, the site allows users to browse and purchase items, ensuring a seamless shopping experience with secure session management and database integration.

CERTIFICATIONS

CCNA 1

CCNA 2

Salesforce Admin Beginner

WORK EXPERIENCE

Insurance Advisor, Personal Lines (CAIB Certified), Hub international, Surrey | Aug 2024 - Current

- Efficiently manages a book of accounts to provide highest customer satisfaction and revenue.
- Issues new and renewal policies for Home, Farm, COC, Travel, ICBC, and Optional Auto Insurance, as well as processes cancellations and endorsements.

Senior Insurance Advisor (CAIB Certified), BCAA, Maple Ridge | Aug 2022 - Aug 2024

- Assists in onboarding and training of new employees, offering expertise in Home Insurance, Auto Insurance and Travel Insurance procedures.
- Acts as a subject matter expert for Home Insurance and Auto Insurance, providing guidance and support to colleagues.
- Hosts and presents bi-weekly meetings with the team to share any new information and to keep the team motivated.