

Technical & Professional Skills

Methodologies: Requirements Gathering, BPMN, UML, Use Cases, User Stories, Functional Specs

Technical Skills: SQL, Excel, Power BI, Tableau, Python (basic scripting)

Framework: Agile, Scrum, Waterfall, UAT

Core Competencies: Cross-functional Collaboration, Process Improvement, Documentation, Risk Identification, Communication

Professional Experience

Business Process Analyst – Payments

Government of Ontario (WSIB) – Toronto, ON

February 2022 - Present

- Analyzed 400+ payment cases monthly using WSIB rules with 99.9% accuracy
- Handled high-value transactions (\$30,000+), ensuring audit compliance and data integrity
- Liaised with stakeholders across finance and claims teams to resolve process issues
- Led SLA improvements and knowledge-sharing sessions within the Treasury team
- Supported continuous improvement by documenting and revising operational procedures

Operations Analyst – Financial Services

Fidelity Investments Canada - Toronto, ON

September 2021 - February 2022

- Processed 200+ investment transactions daily, ensuring quality control under tight deadlines
- Identified inefficiencies and recommended SOP enhancements adopted by leadership
- Maintained accurate data in CRM and document management systems
- Produced weekly operational reports to track fund processing metrics

Retail Operations Lead

Champs Sports (Foot Locker) – Toronto, ON

March 2019 - September 2021

- Reduced stock discrepancies by 30% via inventory audit workflows
- Created shift KPIs and productivity dashboards in Excel
- Trained and supervised new hires; conducted performance reviews
- Analyzed weekly sales and inventory data using Power BI

Customer Operations Lead

Walmart Canada – Toronto, ON

December 2017 - July 2022

- Managed front-end ops including cash, customer service, returns
 - Reduced customer complaint rate by 15% through workflow redesign
 - Implemented a new shelf strategy improving product access and shelf turnover
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Projects

Capstone Project – Dynamic Inventory System for Chat House Ltd.

Business Analyst | Toronto Metropolitan University

January 2025 - April 2025

- Analyzed inventory problems and mapped out future-state solutions using BPMN & UML
- Defined user stories, system requirements, and validated use cases with stakeholders

- Designed sequence and class diagrams, managed testing and documentation
- Delivered comprehensive system recommendation with workflow diagrams and prototype mock-ups
- Reduced stock wastage by 10% via real-time inventory alerts
- Tools used: Lucid chart, Excel, draw.io, Confluence

Process Automation Project

Project Coordinator | Treasury Ops (WSIB)

March 2024 - December 2025

- Led workflow mapping and sprint coordination for treasury process improvements
- Defined process KPIs and worked with developers to integrate business rules
- Outcome: 12% improvement in SLA, improved documentation and error resolution

Education

- Bachelor of Commerce Honors (Business Technology Management) – **April 2025**
Toronto Metropolitan University, Ted Rogers School of Management.
- Professional Scrum Master I (Scrum.org) - **February 2023**
- Professional Scrum Master II (Scrum.org) - **March 2023**
- Diploma in Business Administration Marketing – **April 2019**
Sheridan College, Pilon School of Business, ON
- Google Data Analytics Certificate – **July 2025**

Languages

- English (Native)
- Punjabi (Native)
- Hindi (Native)
- German (A1 in Progress)