Akash Brar | Business Analyst & Project Manager | PMP (In Progress) | Google Data Analytics Certified

[Brar.akashh@gmail.com](mailto:Brar.akashh@gmail.com) | [LinkedIn](https://www.linkedin.com/in/akash-brar-a237b1171/) | Open to relocation – Berlin, Germany

**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

# 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)