ANIRUDH JOSUYLA

anirudhjosuyla29@ gmail. com | +1(613)689-7776 | ONTARIO

Summary

Passionate and results-oriented leader with over 2 years of experience in operations management and customer service. Proven ability to engage, coach, and motivate teams in high-pressure environments while promoting safety, operational excellence, and customer satisfaction. Skilled in conflict resolution, performance management, and cross-departmental collaboration, with a strong focus on delivering exceptional results and fostering a positive workplace culture.

Education

 Post Graduate Diploma in Computer Software and Database Development: Loyalist College in Toronto,ON 12/2023 - **CGPA 3.2**

Technical Skills

Programming Languages: Python,SQL, Power Query
Cloud Platforms: Google Cloud Platform (GCP) - Vertex AI, BigQuery, Cloud Storage, AWS (Kinesis, Lambda, Glue)
Databases: MySQL, PostgreSQL, Oracle, MongoDB, Snowflake
Visualization Tools: Power BI, Tableau
Data Engineering Tools: Apache Kafka, Spark, Hadoop, Databricks
BI/SRE Tools: Git, CI/CD, Docker, Kubernetes
Development Practices: SDLC, Agile, Debugging, Documentation, Continuous Learning

Work Experience

Sales Associate: Greenhouse Juice Company ltd , Toronto   **09/22 - Present**

- Consistently deliver excellent customer service by addressing inquiries, resolving escalations, and ensuring a positive in-store experience.
- Promote safety-conscious operations by maintaining compliance with company policies and standards.
- Assist in training new hires, instilling core company values and a customer-first mindset.
- Helped streamline inventory management processes, contributing to a 15% improvement in stock accuracy.
- Actively monitor and address performance, providing feedback to maintain efficiency and improve customer satisfaction.

Junior Technical IT Analyst : Greenhouse Juice Company ltd , Co-op , Toronto   **09/23 - 12/23**

- Delivered exceptional customer service by developing efficient systems for data entry, ensuring accurate reporting, and streamlining workflows.
- Supported cross-functional teams by facilitating clear communication and aligning departmental goals with company objectives.
- Promoted a safety-conscious environment, contributing to a 20% improvement in operational efficiency.
- Designed performance metrics and delivered actionable insights, fostering a culture of continuous improvement.

Data Engineer I : Tritron Technologies Pvt ltd, Hyderabad, India   **06/19 - 05/22**

- Designed and maintained ELT pipelines leveraging Google BigQuery, Cloud Storage, enhancing data accessibility by 50% and enabling robust data pipelines for business intelligence use cases.
- Automated ML workflows on GCP using Vertex AI, enabling seamless feature engineering, model training, and deployment, reducing time-to-market for machine learning projects.
- Developed Spark-based analytics for time-series data, optimizing query performance by 40% and supporting real-time business decisions.
- Managed and orchestrated scalable workflows with Apache Airflow (Cloud Composer), ensuring cost-effective, low-latency operations for production pipelines.

- Delivered real-time e-commerce dashboards using BigQuery and Tableau, enhancing visibility into sales performance and increasing operational efficiency by 30%..
- Collaborated with cross-functional teams to implement CI/CD pipelines, streamlining deployment processes and improving platform reliability.

Additional Skills and Attributes

- Strong decision-making and prioritization under pressure.
- Ability to foster effective relationships, promoting team engagement and collaboration.
- Exceptional communication and active listening skills.
- Familiarity with safety standards and compliance procedures.
- Ability to lead and mentor unionized and non-unionized teams effectively.

Availability

- Flexible to work rotating shifts, including weekends and holidays.
- Eligible to work in Canada with Transport Canada Security Clearance (or ability to obtain)