ANKITA PATIL

Toronto, ON | +1 (416) 936-9543 | [LinkedIn] | [Portfolio] | [GitHub] | ankita.patil0210@gmail.com

WORK EXPERIENCE

Royal Bank of Canada **Toronto, Canada**
Operations Analyst **Sep 2022 - Aug 2023**

- Primary role is to support Robotic Process Automation (RPA) bot governance and quality.
- **Analyzed, cleaned, and validated data entities** by implementing ETL tools like Tableau and Excel; guided the team in utilizing relevant reports, **leading to a 30% improvement in data-driven decision-making.**
- Elicit the technical requirements of the BOTs, and collaborate with business partners to develop a technical solution to track and monitor the activities. Performed UAT on the identified solutions, improved operations, and reported efficiencies through new processes. integrated the feedback to assist the team in **processing the updates and developing the process by 60%.**
- **Maintained a curated document of the relevant process** to help application teams plan upgrades.
- **Contributed to identifying risks**, documenting the process, supporting requirements gathering, supporting functional activities like making reports, and dashboards, and automating business processes to process improvements **improving the bot governance and quality by 70%.**
- Worked with Sr Operation Analyst to **deliver system health checks and collaborated with developers to communicate the issues that the BOT is facing.**

LTI Mindtree **Pune, India**
Cloud Security Analyst **June 2018 - Dec 2021**

- Performed security analysis of compliance of Microsoft cloud apps. Applied analytical skills to **evaluate the technical security standards and present these requirements in a manner that is concise, measurable, and flexible enough** to meet the needs of stakeholders, application teams, and technology owners.
- Proficiently utilized MS Excel for designing and generating detailed reports on cloud applications and risk assessments, adhering to established standards. Additionally, maintained expertise in data reporting guidelines, overseeing data loading, executing data queries for data manipulation, and conducting data profiling with **SQL and Python** for accurate data analysis and issue resolution.
- Produced effective documentation to capture and communicate the business process to **decrease analysis time and effort by 40%.** Developed the documentation of requirements and test cases so that the requirements and **test cases are unambiguous by 80%.**
- Worked with **Power Automate (PowerApps and MS Flow)** to develop and design automation workflow for clients.

SKILLS

Programming: Python (Jupyter Notebook, libraries – Pandas, NumPy, ML Libraries & Algorithms), SQL (MySQL/PostgreSQL), NoSQL.
Business Intelligence: Tableau/ Tableau Prep, SPSS, Power BI, Google Analytics, Microsoft Suite (Excel, PowerPoint, Word), IBM Cognos/IBM SPSS, Alteryx, SAS, MS Excel (VBA/Macros/data analytics), AWS, Azure
Big Data: Hadoop (Sqoop/Hive/Pig), HDFS (Hadoop Distributed File System), Apache Ambari
Knowledge: Data Mining, Analysis, Storytelling, Modeling, Visualization, Dashboarding, Reporting, Research, Statistics
Soft Skills: Communication Skills, Interpersonal Skills, Decision-making, Collaboration, Business Process, Problem-Solving, Critical Thinking, Negotiations and persuasion, Team Player, Project Management, Documentation

EDUCATION

Postgraduate in Business Insights and Analytics **Jan 2022 - Aug 2023**
Humber College Institute of Technology & Advanced Learning; **Deans Honor Student: x4, GPA: 88/100** Toronto, Canada

B.E in Information Science and Engineering **2014 - 2018**
Visvesvaraya Technological University; **GPA: 71/100** India

CERTIFICATION

Microsoft Certified Azure Fundamentals (AZ - 900) Microsoft
Google Certified Fundamentals of Digital Marketing Google
Microsoft Classroom AI series Microsoft