SONIA RANVIR

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WORK EXPERIENCE

Client Experience Analyst – Café Landwer, Toronto, Canada   *Aug 2022 - Aug 2024*

- Thrived in a high-volume, fast-paced restaurant, engaging with 200+ patrons every day, resolving service challenges in real-time, and maintaining a 95% customer satisfaction rating through personalized engagement and efficient service.
- Implemented strategic upselling techniques, analyzing customer preferences to recommend high-margin dishes, increasing average check size by 20% and driving $15,000+ in daily revenue.
- Led the training and mentorship of new hires, standardizing onboarding processes, enhancing team coordination, and improving order accuracy to 99%, significantly reducing errors and wait times.

Financial Data Analyst | Clear Tax, Bangaluru, India   *Jul 2021 - Dec 2021*

- Analyzed customer trends using SQL and Excel, identifying key retention drivers and optimizing tax filing workflows, contributing to a 30% boost in customer retention and $1.5M in tax savings.
- Managed 1,000+ client accounts monthly, ensuring timely and accurate tax filings across ITRs, GST, TDS, and business taxes, improving compliance efficiency and client satisfaction.
- Collaborated with finance, legal, and tax compliance teams to enhance automation in tax processing, reducing manual effort and supporting $8M in revenue growth through ClearTax's suite of products.

Human Resources Analyst | Million Minds Infotech, Hyderabad, India   *Jan 2021 - Jun 2021*

- Optimized talent acquisition by implementing Zoho Recruit and data-driven screening, reducing time-to-fill by 25% and increasing sourcing efficiency across multiple hiring channels.
- Engineered workforce retention models using Python and SQL, identifying key attrition drivers and improving retention by 15% through targeted onboarding and engagement strategies.
- Designed compliance dashboards with Excel and data visualization tools, automating labor law adherence tracking and saving 500+ hours annually, while enhancing client trust with transparent, real-time reporting.

Backend Development Intern | Lead School, Hyderabad, India   *May 2020 - Jul 2020*

- Designed and implemented an assessment tracking system using Python, PostgreSQL, and REST APIs, achieving 98% accuracy in student performance tracking. This enabled personalized learning paths for 700+ students and provided real-time academic insights for educators.

EDUCATION

Seneca College, Toronto, Canada   *Jan 2022 - Dec 2023*
Post Graduation in Global Business Management

Symbiosis International University, Maharashtra, India   *Jun 2017 - Dec 2020*
Bachelor of Business in Information Technology

PROJECTS

Walmart Sales Analytics | Data Analytics Project Link

- Analyzed Walmart's sales data using SQL and Python, identifying revenue trends, customer purchasing patterns, and product performance to uncover actionable business insights and optimize sales strategies.

Netflix Content Analytics Dashboard | Tableau Visualization Project Link

- Designed an interactive Power BI dashboard to analyze Netflix's content library, visualizing genre distribution, country-wise availability, and rating trends to uncover insights that inform content strategy and audience preferences.

Bing API News Cloud Platform| Data Engineering Project Link

- Engineered a real-time data pipeline using Microsoft Fabric, Data Factory, and Synapse Analytics to automate news data ingestion, transformation, and sentiment analysis for business intelligence.

Interactive Sales Insights Dashboard | Streamlit & Python Project Link

- Built a dynamic Streamlit web app to analyze sales data, integrating Pandas, Matplotlib, and Plotly for interactive visualizations, enabling users to filter, explore, and extract key business insights.

SKILLS & CERTIFICATIONS

Data Analytics & Engineering Skills: EDA, Dashboard Development, Data Modeling, ETL Pipelines, Data Warehousing, Data Cleansing, Query Optimization, A/B Testing, Statistical Analysis, Predictive Modeling, Business Intelligence

Programming & Query Languages: SQL (PostgreSQL, MySQL, Snowflake), Python (Pandas, NumPy, PySpark), Apache Kafka, Airflow, Databricks, AWS, GCP, Azure, Git, API Integration

Visualization & BI Tools: Tableau, Power BI, Excel, Scikit-learn, Looker Studio