

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 daily, 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
- Developed recruitment analytics frameworks to forecast hiring needs, aligning workforce planning with business growth and reducing unexpected staffing gaps by 30%

Backend Development Intern | Lead School, Hyderabad, India

May 2020 - Jul 2020

- Engineered an assessment tracking system with 98% accuracy, enabling personalized learning paths for 500+ students and improving academic performance insights.

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 Analytics 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

Technical Skills: SQL (PostgreSQL, MySQL, Snowflake), Python (Pandas, NumPy, PySpark), Apache Spark, Airflow, Databricks, Tableau, Power BI, Excel, AWS, GCP, Azure, Git, API Integration

Interests: Metaverse, Digital Currencies, Deep Web, Automobiles, Running, Badminton, Digital Art