

# GAGANPREET KAUR

## DATA ANALYST

### CONTACT

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### SKILLS

- SQL
- Tableau
- Microsoft Excel
- Microsoft Access
- Python
- Problem Solving
- Detail Oriented
- Leadership
- Data Visualization
- Team Management

### EDUCATION

#### Diploma, Data Science

BrainStation, Toronto, 2020

#### Master's in Science, Physics

National Institute of Technology, India, 2015

#### Bachelors Degree, Computer Science

Guru Nanak Dev University, India, 2013

### PROJECTS

#### The Music library

Exploratory data analysis on the Chinook Music Database  
Skills: SQL, Data Analysis

#### Triple P: Property Price Predictor

Used Machine Learning to predict the property prices.  
Skills: Linear regression, Python, Matplotlib, Pandas, Data Analysis, Data Visualization, Data Science

#### The Olympics History

Exploratory data analysis on Olympics Historical Data  
Skills: Python, Matplotlib, Plotly, Pandas, Jupyter Notebook

#### HR Analytics Dashboard

Tableau Dashboard performing HR Analytics  
Skills: Tableau, MS Excel, Data Analytics, Data Visualization

#### The Superstore Story

PRODUCT, CUSTOMER and ORDER based Analysis  
Skills: MS Excel, Data Analytics, Data Visualization, Pivot Tables

During my Career as a Physicist turned Data Analyst, I have used my analytical skills to solve complex problems and make informed decisions, be it the field of Academics, Retail or Healthcare. Being Collaborative and a leader, I can bring my technical skills to any role or company to bring business solutions.

### WORK EXPERIENCE

#### Revivify Wellness Centre

##### Manager - Data Administration

November 2022- September 2023

- Managed the comprehensive lifecycle of patient data within the **HCL Database**, involving the **collection, analysis, preprocessing, and maintenance of raw patient information** to ensure data integrity and optimize database performance.
- Collaborated seamlessly with **cross-functional teams**, including insurance representatives and vendors, to address and **resolve issues**, fostering efficient communication channels and enhancing overall **data management** processes.
- Administered the maintenance and tracking of financial reports using **QuickBooks software**, ensuring accuracy and consistency in financial data records.
- Utilized **Microsoft Excel** to create and maintain **inventory reports**, demonstrating proficiency in data management tools to track and analyze **inventory levels** effectively.
- Showcased **exceptional communication skills** by promptly addressing and resolving service requests and issues, contributing to the smooth operation of data-related processes.
- Maintained a proactive approach to **patient engagement**, leveraging data analytics to anticipate potential challenges and implementing preventive measures to enhance overall patient **satisfaction and retention rates**.

#### Walmart Canada

##### Team Lead

August 2022- February 2023

- Led a team of **40+** associates, trained and monitored them and Successfully educated and established a new overnight team, ensuring strict adherence to corporate policies and procedures.
- Utilized **advanced Microsoft Excel data tools, including VBA, Pivot Tables, and Excel Formulas**, to identify **sales patterns, monitor backroom inventory**, and analyze product offerings.
- Collaborated with Management to update scheduling and increased retention rate by **70%**.

##### Manager - Customer Availability Process

February 2022- July 2022

- Ensured and **Planned** a visual merchandising of the products for a **great customer shopping experience**.
- Utilized **Tableau reports** to track **KPIs** for boosting sales revenue by **55%** increase.
- Collaborated with **10+ Walmart teams** across Ontario to develop 2 new software Pilot program and helped in troubleshooting issues, scalability and performance of the application.

##### Manager - Customer Experience

August 2021- January 2022

- Worked as a leader to strategically plan and execute duties based on workload and leveraged **CRM data** to identify **customer traffic patterns**.
- Proactively communicated and resolved issues in timely manner and kept Positive Customer Satisfaction Score for **continous 5+ months**.

##### Customer Value Associate

November 2019- July 2021

- Assisted customers by promoting products/services, locating merchandise, resolving customer issues, and referring concerns where appropriate.
- Function as part of a team to strategically plan and execute duties based on workload and operational functions.

#### Ramgarhia Institute of Technology, India

##### Assistant Professor, Engineering Physics

2015-2019

- Demonstrated the ability to effectively manage and supervise lectures and labs, graded assignments, written solutions, and lead tutorials.
- Summarized and effectively delivered course content to **30+** students in an easy-to-understand and engaging manner, providing insights and recommendations using **PowerPoint** presentations.
- Developed proficiency in **data management and analysis** tools, particularly **Microsoft Excel**, by overseeing student attendance records and evaluating their performance. **Applied Excel Sheets** for data manipulation and assessment, honing practical data analysis skills using **Pivot tables and VLOOKUP**.