

## HITEN WADHWA

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### SUMMARY

Detail-oriented Analyst with 2+ years in project and business management, skilled in identifying business needs and implementing solutions. Leverages data insights for tailored services that align with objectives, driving improvements, team success, and operational efficiency through strategic problem-solving.

### EDUCATION

**Humber College, Toronto**

**Present-August 2025**

**Post Graduate Diploma (Business Insights and Analytics)**

•Coursework: Project Management, Big Data Analysis, SQL, Machine Learning, Predictive Analysis

**Maharaja Surajmal Institute, GGSIPU, Delhi, India**

**August 2019-June 2022**

**Bachelor of Commerce (Hons.) (GPA=9.65)**

•Coursework: Descriptive Statistics, Accounting, Economics, Project Management, Financial Modelling

### WORK EXPERIENCE

❖**GAPS TECHNOLOGIES PVT. LTD, Toronto (Remote)**

**September 2024-Present**

#### **Technical Product Management Intern**

•Defined and delivered a product vision for the digital transformation of current customer service processes using Robotic Process Automation, reducing processing time by 70% (20 minutes to 6 minutes).

•Developed and implemented strategic procurement contract management systems, policies, and processes resulting in a 25% improvement in efficiency.

•Executed data mapping and migration projects, ensuring seamless transitions and data integrity during system updates.

•Organized and facilitated agile meetings, including sprint planning, daily stand-ups, and retrospectives, improving project efficiency by 20%, reducing blockers by 30%, and achieving 95% of sprint goals on time.

❖**KPMG Global Services, Gurugram**

**September 2022 – November 2023**

#### **Analyst**

❖Discussed client's needs/expectations, team roles, budgets, and other things necessary to carry out the engagements which reduced project initiation time by 20%.

❖Collaborated with team members to develop, test, and deploy analytical models, such as forecasting and optimization, directly contributing to project success

❖Developed and implemented strategic procurement contract management systems, policies, and processes resulting in a 25% improvement in efficiency.

❖Build relationships with internal audit clients to ensure communication and delivery of value-added services resulting in a 15% increase in client satisfaction scores.

❖Improved audit efficiency by 10% by prioritizing and assisting in the scheduling of audit tests for accounts payable, while effectively interacting with auditees to obtain necessary information..

❖**GAPS TECHNOLOGIES PVT. LTD, Delhi**

**January 2022 – August 2022**

#### **Business Analyst Intern**

•Performed, Tracked, measured, and reported on 30 development trends for analysis and operational decision-making.

•Ran SQL queries to merge and cleanse data sets, improving data accuracy by 20% and reducing processing time by 25%.

•Applied strong analytical abilities to interpret market trends and provide strategic insights for decision-making within project teams, resulting in a 12% increase in project profitability.

•Led UI/UX requirements gathering and formulated functional and non-functional specifications, resulting in user-friendly interfaces that align with business objectives.

### LEADERSHIP EXPERIENCE/ACTIVITIES

•Received SPOT Award for exemplary performance from client manager at KPMG.

•Served as Class Representative, leading a cohort of 600+ students.

•Achieved top academic performance in B. Com (Hons.) and received a Certificate of Appreciation from the Head of Department for 3 consecutive years.

### PROJECT EXPERIENCE

**Data Analysis Project: Student GPA Calculator Program for Humber Admissions**

**May 2024**

Developed a program for Humber Admissions that streamlines the process of entering student data, calculating GPAs, and automatically assigning students to their respective schools, leading to a **95%** grade in the project. Leveraged Object-Oriented Programming (OOP) principles to optimize the code, ensuring efficiency and simplicity.

### OTHER LEARNINGS AND CERTIFICATIONS

•Google Project Management

•Google Data Analytics

### PROFESSIONAL SKILLS

**Data/Economic Analysis:** Critical Thinking, Strategic Thinking, Process Research, Data Modeling, Time Series Analysis, Data Visualization, Business Intelligence, Data Cleaning and Transformation, Statistical Analysis, Data Mining

**Project Management:** Product Management, Stakeholder Management, Agile Methodologies, Results Focus, Business Acumen, Attention to Detail, Quality Results, Resource Allocation, Budgeting and Forecasting, AWS

**Software/Programming:** Python (Pandas, NumPy), R, SQL, Power BI, Tableau, Advanced Excel, Databricks, Spark

### VOLUNTEER EXPERIENCE

**Humber College, Toronto-** Student Advisory Committee-2024-present

**Make-A-Difference-Ed-Tutor** Volunteer-2019-2023