Jay Shah

DATA ANALYST

shahjay2712@gmail.com | LinkedIn | GitHub

PERSONAL SUMMARY

Data Analyst with proven skills driving process and data integrity improvements. A meticulous and organized individual seeking an Entry-level position as a Data Analyst. Skilled at understanding business models, data acquisition, data cleaning, performing EDA, finding solutions and data visualizing. Strong capability to manage complex projects. Google certified Data Analyst

SKILLS

- Statistics
- Presentation
- SWOT Analysis
- Data Management
- Git/GitHub
- SQL
- R Programming
- Tableau
- Power BI
- Agile/Scrum
- MS Excel
- VBA/Macros
- Data Analysis
- EDA
- Data Visualization
- SDLC

PROFESSIONAL EXPERIENCE

Royal Bank of Canada | Hybrid, Canada   **May 2022 – Dec 2022**
Technical System Analyst - Intern
- Engaged in daily scrum to investigate windows incidents across servers with business, storage, network teams and users through 200+ WebEx calls
- Teamed up with 20+ high-performing team members to resolve 25,000+ incident tickets by 24/7, driving
- effective solutions for customers
- Analyzed daily maintenance on 300+ servers and identified root causes for all incidents
- Integrated virtual machines with Hyper-V, VMware, VDI, ensuring system uptime and minimizing downtime for 1500+ users

Venum Business Solutions | Ahmedabad, India   **May 2020 – Dec 2020**
Data Analyst
- Aggregated unstructured data from 10+ sources and built complex SQL queries for extracting insights for business decisions.
- Analyzed the root causes of previous reports and summarized a remedy that increased customer gain by 43%
- Python and R to uncover correlations for analyzing data and used a variety of statistical approaches to create an interactive cohort analysis report
- Visualized data with charts to identify, examine, and evaluate trends or patterns in complicated data sets in Tableau Server, and managed massive databases for data collection and analysis

EDUCATION

GRADUATE CERTIFICATE | Seneca College, Canada   **January 2021 - Dec 2022**
Computer systems Technician

BACHELOR OF ENGINEERING | Gujarat Technology University, India   **August 2016 – August 2020**
Electronics and Communication

VOLUNTEER ACTIVITIES

Student Mentor | Seneca College, Canada   **April 2021 - Aug 2021**
- Mentored college 10+ students through personalized advice and group sessions to ensure successful transition into college life
- Advised students to relevant college resources for their specific need
- Guided a group of five students over two semesters to attain academic and personal accomplishments

Technology & Operations (T&O) Squad Lead | RBC, Toronto   **May 2022 – Dec 2022**
- Acted as a trusted advisor and ambassador for the Technology and Operations (T&O) Student Program
- Communicated with peers about various events, workshops, and resources to ensure members were well-suppoSrted
- Engaged in monthly check-ins with the T&O Student Program Team to build on leadership skills, design thinking, communication skills