Jay Shah

## DATA ANALYST

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# 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

# PROFESSIONAL EXPERIENCE

* R Programming
* Tableau
* Power BI
* Agile/Scrum
* MS Excel
* VBA/Macros
* Data Analysis
* EDA
* Data Visualization
* SDLC

## 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