

# Je Hwan Bang

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## SKILLS SUMMARY

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- **Technical skills:** Microsoft Office(VBA), Tableau, SQL, SAS, and R(Markdown)
- **Familiar with:** Python, Bloomberg, Think-Cell, Git Lab, Teradata, AWS, GCP, Plotly Dash
- **Certification:** AWS Certified Cloud Practitioner (Expired 2024), Google Data Analytics Professional
- **Other language (written and spoken):** Korean

## WORK EXPERIENCE

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<b>Data Scientist, Bell Canada (North York, ON)</b>	Apr'25 – Nov'25
<ul style="list-style-type: none"><li>Optimized and documented reporting workflows by updating instructions and refactoring code; improved efficiency and enabled full cross-training so any team member can run all reports independently.</li><li>Led the setup and configuration of a dedicated GCP instance for the team, including application provisioning, ticket coordination, and end-to-end testing, enabling the use of Vertex AI for automated customer-survey categorization.</li><li>Designed and deployed an interactive Plotly Dash application showcasing AI Quality Metrics; integrated automated data refresh pipelines to ensure all dashboards remain continuously up to date.</li></ul>	
<b>Specialist, Business Performance, Bell Canada (North York, ON)</b>	Dec'22 – Apr'25
<ul style="list-style-type: none"><li>Updated sales trend report provided reasoning based on the promotions, agent training, and business metrics</li><li>Automated reporting processes to save 3 hours every week and maintained the coding in the Git Lab to easily share the process with the team members.</li><li>Cleaned business metrics data to create a weekly indicator dashboard and shared it with other lines of business.</li></ul>	
<b>Data Analysis Associate, Bell Canada (North York, ON)</b>	Mar'22 – Dec'22
<ul style="list-style-type: none"><li>Used SAS and Python to update and monitor the weekly BPI report to provide business insight and produced ad hoc reports based on the business needs.</li><li>Prepared and compiled the weekly team leads trigger report to keep track of the agent training process.</li><li>Monitored new sites and compared the business metrics to other existing sites and reported to senior managers.</li></ul>	
<b>Student Actuary, Blue Cross Life (Moncton, NB)</b>	Sept'15-Apr'16, Aug'16-May'17
<ul style="list-style-type: none"><li>Used VBA to streamline detailed software processes to reduce manual work and improve accuracy</li></ul>	
<b>Co-op (IT Assistant/Poly Buyer), J. D. Irving, Limited (Dieppe, NB)</b>	Sept'14-Dec'14
<ul style="list-style-type: none"><li>Adopted to a fast-paced environment, kept track of fuel prices by vendors and locations, and calculated multiple scenarios' expected cost to get an advantage as fuel department manager regularly negotiated with a vendor</li></ul>	

## EDUCATION

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<b>Data Scientist, Bell U Academy</b>	Dec'24
<b>Bachelor of Mathematics, University of Waterloo</b>	Apr'20
<ul style="list-style-type: none"><li>Major in Statistics and Minor in Economics, Co-op</li></ul>	

## INTERESTS AND ACTIVITIES

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*Tennis, Squash, Baseball, Running, Cooking, Fishing, and Camping*