

Je Hwan Bang

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SKILLS SUMMARY

- **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

Data Scientist, Bell Canada (North York, ON) Apr'25 – Nov'25

- 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.
- 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.
- 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.

Specialist, Business Performance, Bell Canada (North York, ON) Dec'22 – Apr'25

- Updated sales trend report provided reasoning based on the promotions, agent training, and business metrics
- 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.
- Cleaned business metrics data to create a weekly indicator dashboard and shared it with other lines of business.

Data Analysis Associate, Bell Canada (North York, ON) Mar'22 – Dec'22

- 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.
- Prepared and compiled the weekly team leads trigger report to keep track of the agent training process.
- Monitored new sites and compared the business metrics to other existing sites and reported to senior managers.

Student Actuary, Blue Cross Life (Moncton, NB) Sept'15-Apr'16, Aug'16-May'17

- Used VBA to streamline detailed software processes to reduce manual work and improve accuracy

Co-op (IT Assistant/Poly Buyer), J. D. Irving, Limited (Dieppe, NB) Sept'14-Dec'14

- 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

EDUCATION

Data Scientist, Bell U Academy Dec'24

Bachelor of Mathematics, University of Waterloo Apr'20

- Major in Statistics and Minor in Economics, Co-op

INTERESTS AND ACTIVITIES

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