KRUPAL PATEL

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LinkedIn-KrupalPatel | Github-KrupalPatel
Portfolio Website: https://krupal-patel-kp.github.io

EDUCATION

Diploma in Computer System Technician-Networking   Sept 2019 – Sept 2021
Georgian College, ON

- GPA(Overall): 4.00 | Relational Database, Python

SKILLS

- **Data Management:** **MS SQL:** Select, Where Join, Group By, Having, Case, CTE, Subqueries, Temp
  Excel: PowerPivot, Formulas, X&V Lookup, Functions, Macros, VBA
- **Data Visualization:** **PowerBi:** Import, Transform, Modeling, Dax, Reporting, Slice-Filter, Drill-Down
- **Statistical Analysis:** **Python:** NumPy, Pandas, Matplotlib, OOP
- **Data Analysis Tools:** SSRS, Tableau, R, HTML, JavaScript, Oracle

WORK EXPERIENCE

Coordinator – Merchandising   Jan 2024 – Preset
Sysco Canada, Winnipeg, MB

- Accurate processing of listings and data, proficient in Excel, pivot tables, and macros.
- Efficient coordination of product updates and PO (purchase orders) through MDM (Master Data).
- Support for planners with PO confirmations, pricing portal management, and report generation.
- Oversight of automated reporting, and adherence to safety protocols for a secure work environment.

Technical Support Advisor   Sept 2021 – Oct2023
IntouchCX, Winnipeg, MB

- Achieved a 95% customer satisfaction rate by providing effective technical support.
- Successfully resolved 90% of technical issues within the first call, reducing resolution time by 25%.
- Streamlined documentation processes, increasing CRM data accuracy and accessibility by 20%.
- Resolved challenging situations through effective communication, fostering successful teamwork.

PROJECTS

Data Cleaning Project | **SQL-Server -** 🔗   Jan 2023

- Cleaned and standardized data from multiple databases like housing, covid, reviews etc.
- Utilized SQL queries like joins, CTEs, and aggregate functions to optimize data for visualization.
- Employed dynamic SQL to perform changes in thousands of records at a time, eliminating duplicates, standardizing formats, and enhancing data for better visualization.

Data Visualization Project | **Tableau/Power BI -** 🔗   Jan 2023

- Developed an interactive dashboard for user-friendly data exploration.
- Integrated diverse data sources, uncovering valuable insights.
- Utilized various data visualization techniques for enhanced data presentation.

CERTIFICATION AND COURSES

Querying Microsoft SQL Server with Transact SQL	May 2023
Microsoft PowerBi For Business Intelligence	July 2023
Python for Data Science	Nov 2023