

## SUMMARY

Business Technology Management student graduating April 2026 with strengths in SQL, Python, Excel, Power BI, and Tableau. Analyzed trends and built Power BI and Tableau dashboards to surface key insights that support business decisions. Seeking full time roles in analytics or consulting focused on KPI reporting, data quality, and insight driven recommendations.

## EDUCATION

Bachelor of Commerce – Business Technology Management (Honours) September 2022 – Present  
Seneca Polytechnic, ON

- Business Systems Analysis
- Advanced Data Analysis
- Data Management
- Quantitative Analysis
- Statistics
- Economics
- Accounting
- Finance
- Project Management
- Risk Management
- Operations Management
- Information Systems

## SKILLS

- Business Analysis: User Stories, Acceptance Criteria, Gap Analysis, Impact Analysis, Stakeholder Management, Requirements Gathering, Process Improvement, Workflow Optimization, Agile Principles.
- Data Analysis: Data Cleaning, Data Validation, SQL Querying, Key Performance Indicators, Trend Analysis, Data Quality Checks, ETL Process, Data Standardization.
- Tools: Microsoft Excel (Pivot Tables, Power Query, XLOOKUP), Jira, Scrum, Confluence, Microsoft Office, SharePoint.
- Reporting: Data Visualization, KPI Tracking, Ad Hoc Reporting, Storytelling, Executive Summaries.

## WORK EXPERIENCE

Finance, Accounting, Tax Specialist (Volunteer), NeedList.org – Toronto, ON June 2025 – August 2025

- Improved tax reporting with Excel formulas and data validation, cutting calculation time by 50 percent.
- Reduced rework by preparing audit ready documents and reconciliation evidence, cutting revisions by 30 percent.
- Strengthened stakeholder support by standardizing tax documentation and evidence, improving follow ups.

HELIX Entrepreneur, SearGuard, Seneca Polytechnic – Toronto, ON May 2025 – August 2025

- Improved pricing and budgeting by benchmarking 12 competitors and building a forecast model in a 10-slide deck.
- Reduced response time by building an intake workflow for 25 weekly requests, improving turnaround by 30 percent.
- Increased delivery accountability by standardizing tracking and follow-ups, reducing missed items by 20 percent.

Customer Service Representative, Seneca Polytechnic – Toronto, ON August 2024 – Present

- Prioritized multiple cases and resolved customer issues same day, improving same-day resolution by 20%.
- Communicated clear verbal and written updates using active listening to confirm needs and next steps
- Documented cases in Excel, troubleshoot issues, and escalated with fixes, reducing repeat questions by 25%.

## PROJECTS

YEES Energy Project and Cost-Benefit Analysis November 2023 – January 2024

- Extracted and Validated 10,000 plus utility records, reducing data inconsistencies through SQL querying and Excel reconciliation.
- Developed and Visualized Power BI KPI dashboards, quantifying \$15.4M in potential savings across building types for stakeholder reporting.
- Analyzed consumption and cost drivers and Modelled property-level reduction scenarios, identifying 29 to 34 percent cost reduction potential in highest-intensity segments.

Credit Risk Loan Default Analysis January 2026 – February 2026

- Engineered and automated loan default data preparation in Python, reducing prep time 50 percent by fixing data types, handling missing values, and creating risk features.
- Analyzed and validated default risk by debt-to-income bands and income tiers, identifying high risk segments with two times higher default incidence than baseline.
- Visualized default behavior in Tableau, improving interpretation speed 35 percent through interactive risk segmentation views.

- Hospital Length of Stay AnalysisJanuary 2026 – February 2026
- Extracted and validated 300,000 plus hospital encounter rows in SQL, improving data reliability through null checks, duplicate checks, and range validation.
  - Analyzed length of stay drivers and modeled cohort comparisons by age group and admission type, prioritizing the top 3 highest length of stay segments for operational focus.
  - Visualized length of stay and segment level KPIs in Power BI, reducing drill down time by 40 percent through interactive filtering.

CERTIFICATIONS	
• Data Analytics, BrainStation – Toronto, ON	November 2023 – January 2024
• SQL for Healthcare Professionals, LinkedIn Learning	October 2024
• CompTIA A+ Core 1 and Core 2 CertMaster Learn, CompTIA	September 2025 – Present