

**ZUBAIR LONE** MSc (IN MICROWAVES), PG Dip – (a master's short of a research project - IN SOFTWARE ENG.)  
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## SUMMARY OF QUALIFICATIONS

- Over 10+ years' experience in Data Analysis providing data-driven Business Intelligence solutions that align with corporate strategy and enhance customer experiences.
- Proficient in SQL, MS SQL Server, and data extraction and analysis across multiple environments, as well as in using data visualization tools like Power BI, MicroStrategy, Tableau and Cognos-Powerplay.
- Expertise in statistical modeling, automation, and impactful visualization for effective information management strategies.
- Managed data pipelines for continuous and ad hoc reporting, including millions of datapoints at Microsoft. Automated pipelines and applied AI forecasting.
- Strong analytical skills with a passion for data science, analytics, automation, and visualization to assist management teams in development of effective information management strategies.
- Led reporting workshops, ensuring top-tier metrics and reporting capabilities.
- Excellent communication and presentation skills with the ability to convey technical details to non-technical stakeholders and wider audiences.
- Strong problem-solving skills and ability to manipulate, analyze, summarize, and present large datasets with meaningful insights.

## WORK EXPERIENCE

**DevOps Engineer**, Catalyst Earth, Markham, ON Nov 2021 – May 2023

- Produced python tools to 'clean' 5 Windows & Linux Servers, updated software application backup scheduling
- Updated company website quarterly with new software releases, testing downloads, and software releases
- Participated in the company software compiler/tools/packages upgrading project from Visual Studio 2003 to 2022, plus upgrading/testing newer versions of complimentary software packages
- Upgraded python tool 'macros' for new requirements in customizing client requirements
- Updated and installed Python Flask applications to view log files on the main Linux and Windows servers.

**Senior Business Analyst** (contract), Alpha Laboratories Inc., Toronto, ON Jun 2021 – Oct 2021

- Developed a branch (remote labs) profitability assessment database tool with weekly data update automation
- Developed a daily Customer Satisfaction reporting database application with direct link to customer feedback data for each laboratory branch – gave branches customer feedback
- Used Power BI dashboard to gather medical study data (used in clinical studies) daily automatically from SQL databases from the lab to transmit directly to the clinical study institutions and researchers involved

**Senior Data Specialist** (contract), Microsoft Canada Inc., Mississauga, ON May 2019 – May 2020

- Provided Senior Leadership with business KPI dashboards, revenue forecasting and data analytics to assist in strategic planning and decision making (used AI algorithms, 100 million + records)
- Presented business planning and strategy research to improve business growth through reliable information
- Automated manual data processing and visualizations process, improving efficiency greatly by reducing daily data processing from half a day to 20 mins.

**Manager Business Planning**, Rogers Communications Inc., Toronto, ON Oct 2014 – Nov 2017

- Supported annual and quarterly planning cadence to develop, prioritize and manage the Customer Experience (CEX) portfolio based on set key performance indicators never used previously
- Provided Executive and Senior leadership teams with data analysis reporting and strategies
- Created an interactive portfolio Heat map, giving quantitative insights into resource workloads
- Developed a 'single source of truth' enhancing inter-team communication & data reliability by ~90% through: enforcing data policies & guidelines, ensuring data security, integrity & quality standards and incorporating the ability to audit data in real-time

**Manager Portfolio Governance**, Rogers Communications Inc., Toronto, ON

Aug 2005 – Oct 2014

- Managed and updated project timelines, ensured accuracy of key data points, analyzed key metrics
- Developed Data Architecture models and road maps with built-in data auditing and governance standards
- Data design, pipeline development and automation
- Designed and established a Project Management Information System (PMIS) with 70+ users
- Proactively identified needs/gaps/risks and delivered solutions with a focus on intelligent automation
- Produced report deliverables integral to the Projects & Portfolio Governance Process including Portfolio Prioritization, and Project Impacts Assessment

## ADDITIONAL INFORMATION

**Japan Tobacco International (JTI)**, Switzerland

- Phase I & II Indirect Taxation Intranet Reporting Application
- Developed applications using replication technologies in MS SQL which provided automatic rapid data retrieval and analysis from remote regions to HQ, reducing time frame significantly from 2-3 days to daily
- Provided support to an 800+ node network infrastructure, plus offered technical expertise in the development of manufacturing and business applications
- Developed and managed support for business applications including Materials Requirement (MRP II) and Inventory-Control which was rolled out globally within JTI Europe, Middle East & Africa
- Designed and developed a Human Resource Management System (HRMS) with built-in graphical tools for viewing company pay-scale trends and variations through directly linking ORACLE payroll database via ODBC

## TECHNICAL SKILLS

- **Databases:** MS SQL Server (T-SQL, etc.), Oracle 8i, MS Access [DAO/ADO], ODBC, OLAP, Replication
- **Scripting Languages:** Python, JavaScript, VBA, Scala, R, SAS, MATLAB/Octave, VB/VB.Net, HTML, CSS, C++
- **Version Control:** GitLab, GitHub, SourceTree
- **Operating Systems:** WINDOWS 10, Linux (Ubuntu, Red Hat, Centos), VAX/VMS, Unix
- **Machine Learning:** Uni/Multivariate Regression, Logistic Regression, SVM, PCA, Neural Networks
- **Data Visualization:** MS Power BI, MicroStrategy, Tableau, Cognos-Powerplay
- **Data Warehousing:** SAP-BW, SAP R/3, ERP Knowledge
- **Cloud Computing:** Azure: (VMs, Storage, NSGs, Gateways, VNet, Database, AKS, Functions, etc.); AWS, GCP

## PROFESSIONAL DEVELOPMENT

**Professional Membership**

- Member of the Institute of Analysts and Programmers UK
- Member of the Canadian Institute of Computer Professionals

**Select Training**

- **Cloud:** Microsoft Azure Fundamentals, AWS Cloud Economics, AWS Accreditation (Technical) (2022/23)
- **Machine Learning** – Stanford University (2020)
- **Enhanced Learning in Computer Science & Mathematics** – University of Wolverhampton (2020)
- **Hadoop** MapReduce Fundamentals, Data Analysis Using Hadoop – EDUCBA

**Awards**

- Rogers Communications - **Business Excellence Award** for: Macro Plan Cross Functional Team and Consumer Planning & Coordination 2017 (Ted Rogers Awards)

## EDUCATION

- **Post-Graduate Diploma in Software Engineering**, Birmingham City University, UK
- **Master of Science in Microwaves and Modern Optics**, University College London, UK
- **Bachelor of Science in Physics (Hons.)**, University of London, UK