

## ZUBAIR LONE MSc, PGD (SOFTWARE ENG.)

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### SUMMARY OF QUALIFICATIONS

- Over 10+ years experience in providing data-driven Business Intelligence (BI) solutions that align with corporate strategy and enhance customer experiences
- Strong analytical skills with a passion for data science, analytics, automation, and visualization to assist management teams in development of effective information management strategies
- ETL process design and development through various technologies: SSIS packages, Clover etc.
- Strong SQL skills through development of applications, data repositories and data warehousing builds
- Excellent interpersonal and communication skills through working with diverse teams and clientele
- Ability to maintain a positive attitude whilst working independently as well as in a team environment
- Exceptional organizational, coordination and time-management skills to prioritize and effectively multitask
- Strong problem-solving skills and capacity to learn quickly to assimilate new business processes and concepts

### 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 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

## CONSULTING EXPERIENCE

### Citibank Limited, Tanzania

- Developed an Interface between banking clients' accounts packages and Citibank 'Paylink' in-house payments application with built-in auditing & security features, greatly increasing reliable input many-fold

### 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, C#, 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, Cognos-Powerplay [Cubes, Transformer, Impromptu]
- **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)
- **Web Development, MongoDB** – Udemy
- **Hadoop** MapReduce Fundamentals, Data Analysis Using Hadoop – EDUCBA
- **SAP(BW)** – Maple Institute, ON, Canada

### 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