MATTHEW CHANG

Stouffville, Ontario | 647-200-7444 | matthewchang222@gmail.com
linkedin.com/in/mc-2chang | github.com/M2Chang

TECHNICAL SKILLS

Languages : Python, PL/SQL, SQL, PostgreSQL, T-SQL, Shell/Unix , R
Data Visualization & Reporting : Tableau, Qliksense, Sisense, Google Looker, PowerBI, Excel, Google Sheets
Developer Tools : Git, Google Cloud Platform, VS Code, AWS, Oracle Essbase, Hyperion, OBIEE, DBT, Snowflake
Libraries : Pandas, NumPy, Matplotlib, Seaborn

EXPERIENCE & PROJECTS

Customer Data Analyst | Tealbook   Jun 2022 - Jan 2024

Python | SQL | BigQuery | PostgreSQL | Google Cloud Platform | Sisense
- Conducted in-depth analysis of customer data sets, identifying inconsistencies and ensuring compatibility with Tealbook systems. Loaded customer data into our systems and verified quality once load was completed
- Utilized advanced data querying skills and coded BigQuery SQL queries to streamline specific processes, resulting in increased efficiency and accuracy
- Conducted ad-hoc data extractions and generated reports to support data-driven decision making, delivering key insights to cross-functional teams
- Developed and standardized the 'Standard Reporting Package' with Python scripts and Excel, reducing report setup time from 1 week to 30 minutes, enhancing client reporting efficiency company-wide
- Led the Accenture project using ChatGPT for data enrichment, streamlining operations by 50% with Python scripts, VBA macros, and GCP virtual machines, significantly reducing manual data processing effort

Business Intelligence Analyst | Maximus Canada   Jun 2020 - Jun 2022

SQL | Qliksense | Excel
- Produced Maximus's call center contractual and operational statistical reports for government clients
- Utilized QlikSense and Qlik NPrinting for automated daily, weekly, and monthly reports for government clients, achieving an 80% reduction in manual effort
- Coordinated Elections Canada business operations, enhanced and automated Qlik dashboards and reports, and handled ad-hoc requests with clients, resulting in a 30% increase in call center efficiency
- Devised a new data model for user clients, using data mining and analysis to optimize data structure for usability, enabling the Replicon team to reduce their monthly reporting time from 1 week to 1 days.

Business Analyst | ClicData   Dec 2019 - Mar 2020

SQL | T-SQL | Dashboarding | ETL | Excel
- Demonstrated ClicData to new clients, showcasing how to connect their data sources, manipulate their data, creating simple dashboards, automating new data
- Resolved client's data connections, data sets and dashboard issues through ClicData's support channels
- Collaborated with clients to implement their data structures, generated their Key Performance Indicators and created visual dashboards for their reporting purposes

Business Intelligence Developer | CIBC   Dec 2017 - Nov 2019

PL/SQL | SQL | Tableau | Unix | Shell Scripting
- Enhanced and optimized PL/SQL procedures for ETL processes, achieving an 80% increase in efficiency
- Designed and implemented scalable data solutions to facilitate rapid, accurate financial reporting, demonstrating proficiency in data management and analytics
- Played a key role in migrating and integrating CIBC's financial applications to new servers, demonstrating expertise in data system upgrades and server-based transitions, resulting in an 80% increase in data load times
- Coordinated with QA, Application Operations, and business teams to develop and integrate new data-driven features, showcasing collaborative skills in a data-centric environment

EDUCATION

Toronto Metropolitan University - Bachelors of Engineering, Computer Engineering   2012 - 2017