*Mandeep Kour*

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***Summary of Qualifications***

* Detail-oriented Data Analyst with experience in data governance, business intelligence, and machine learning. Skilled in managing information systems and leveraging data analysis tools to drive insights. Have 1+ years of experience in strategic planning, analytical thinking, and creative problem-solving to meet customer needs
* Motivated, customer-focused professional skilled in solving business problems with data-driven solutions, bringing a positive can-do attitude and exceeding expectations
* Skilled in stakeholder engagement, Agile project support, and business communication. Proficient in Excel, SQL, Tableau, and IBM Cognos, with hands-on experience designing and optimizing relational and non-relational databases and implementing robust ETL processes for efficient data transformation.
* Strong communication skills with a proven ability to drive performance

***Technical Skills***

**Operating Systems:** *Windows 10*

**Applications & Tools:**  *Microsoft Excel, Tableau, PowerBI*

**Soft Skills:** *Problem-solving, Attention to Detail, Ability to work independently*

**Tools:**  *Google Workspace (google sheets, collab), IBM Cognos Analytics, Jupyter*

**Project Management Fundamentals:** *Agile, Scrum, Trello*

**Languages & Data analysis Tools:**  *SQL, Python (Pandas, NumPy, Matplotlib/Seaborn, Scikit-learn)*

**Machine Learning & Analytics:** *ML Algorithms (regression, classification, clustering), natural language*

*processing, anomaly detection, AI Platform integration, anomaly*

*detection, Predictive Modeling, Deep Learning, Statistics, statistical*

*analysis*

***Education & Certifications***

**IBM Data Analyst Professional Certificate**  **Sept 2025**

**Microsoft Azure AI 900 Fundamentals Professional Certificate** **Jul 2025**

**Junior Data Analyst Program**  **Jun 2023 – Sept 2025**

NPower Canada │ Toronto

*14-week intensive online training on the fundamentals of computer technology and project management*

* Utilize Excel spreadsheets to perform data wrangling and data mining
* Develop working knowledge of the Python language for data analysis using Pandas and Numpy
* Effectively complete a capstone project by collecting data from multiple sources, performing exploratory data analysis, data wrangling, statistical analysis, and mining of the data using Python libraries
* I worked extensively on creating charts and plots to visualize data and building an interactive dashboard using IBM's Cognos Analytics and various Excel charts/graphs
* Visualize data using Python libraries, including Matplotlib, Seaborn, Plotly, and Dash
* Compose queries to access data in cloud databases using SQL and Python from Jupyter notebooks
* Explain cloud concepts, benefits of cloud computing, and core Azure architecture components
* Use core Azure services and choose the Azure AI services that best address a company’s challenges
* Control Azure spending and manage bills by applying recommended practices to minimize cost
* Demonstrated a high level of understanding of Agile Project Management Lifecycle and key techniques, and successfully completed Agile projects using tools such as Scrum and Kanban

**Generative AI for Business with MS Azure with OpenAI** | Great Learning    **Apr 2024**

**Master's of Data Science**   **Feb 2024**

University of Deakin | Australia

**Postgraduate Diploma in Artificial Intelligence and Machine Learning**   **Feb 2022**

Great Lakes and McCombs School of Business - University of Texas | USA

**Bachelor of Technology in Electronics and Communication**  **May 2012**

Guru Nanak Engineering College | India

***Work Experience***

**Business Analyst**     **Jan 2022 – Mar 2023**

Virtusa │ Hyderabad, India

* Coordinated cross-functional workflows to enhance data acquisition and reporting, supporting

leadership in strategic planning and decision-making through advanced Excel, SharePoint, and Tableau

* Collaborated with stakeholders to gather and refine technical requirements, demonstrating strong communication skills, business communication, and analytical thinking across global teams
* Created governance decks and executive status reports (DOR, WOR, MOR), strengthening project governance practices and improving workflow management, stakeholder alignment, and visibility into project progress
* Developed and maintained trackers and KPI dashboards to monitor SLA/OLA compliance, supporting audits and enabling process optimization initiatives
* Managed client escalations and performed root cause analysis, identifying potential business opportunities, ensuring timely resolution while meeting internal standards and regulatory requirements through issue pattern analysis

***Special Projects***

**Final Capstone Project – COVID-19 Detection Using Deep Learning on Chest X-Ray Images**   **Apr 2021**

Great Lakes University of Texas

* Designed and implemented an end-to-end deep learning solution to classify COVID-19 from chest X-ray images, eliminating the need for manual feature extraction
* Achieved 97% accuracy using a VGG-based CNN model, outperforming benchmark models such as ResNet and Inception in terms of precision, recall, and F1 score
* Built and deployed a user-friendly Flask-based web interface allowing healthcare practitioners to upload radiographic images and receive real-time COVID/normal predictions
* Demonstrated potential real-world impact by addressing the shortage of radiologists in rural or underserved regions during the pandemic through accessible AI-based diagnostics, which identify opportunities for improvement and contribute creative solutions to enhance efficiency and effectiveness
* Presented findings with team members at the IEMTRONICS International Conference, held virtually in Toronto, Canada, 21–24 April 2021