

Maria Mangru

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EDUCATION

University of Toronto

Toronto, Ontario

Bachelor of Science (Statistics and Economics; Focus in Data Analytics)

April 2025

Skills: ArcGIS (Advanced), Microsoft Office Suite (Advanced), R (Advanced), STATA (Advanced), Python (Intermediate), SQL (Intermediate), Tableau (Intermediate), Transformer by Trace Financial (Intermediate)

EXPERIENCE

Business Analyst

September 2023 - Present

International Business Machines (IBM)

Toronto, Ontario

- Conducted data-driven analysis to enhance system reliability and streamline wire transfer processes, reducing errors and optimizing performance.
- Collaborated cross-functionally with technical teams to define and document user stories, ensuring clear objectives and aligning infrastructure and data processing needs with business goals.
- Updated API documentation to reflect evolving industry standards (ISO 20022, SWIFT 2024), minimizing integration risks and ensuring compliance.
- Designed and implemented rule-based workflows to validate and transform wire transfer data across multiple systems, supporting accurate and secure financial data processing.
- Managed user acceptance testing (UAT) environments with 11 critical parameters, analyzing results to refine processes and confirm system readiness.
- Prepared and delivered reports summarizing findings, including recommendations for improving wire transfer processing and reducing financial discrepancies.

Market Research Analyst

January 2023 – September 2023

International Business Machines (IBM)

Toronto, Ontario

- Conducted comprehensive market research on pricing strategies and industry trends, analyzing competitor offerings to identify opportunities for improved market positioning.
- Compiled and synthesized data on international transaction costs and SWIFT GPI services across 61 countries, developing actionable insights for pricing optimization.
- Leveraged Tableau and Excel to visualize and forecast financial and operational trends, enabling data-informed decision-making and strategic planning.
- Assessed API capabilities and product positioning of 10+ SaaS competitors to inform business development and partnership opportunities.
- Delivered research findings and recommendations in written reports and presentations to senior leadership, contributing to strategic planning and market expansion efforts.

Project Manager

August 2022 – April 2023

University of Toronto

Toronto, Ontario

- Led the development of a SharePoint site to support academic advising, ensuring data security and compliance with institutional policies.
- Integrated feedback and creative processes to enhance the site's functionality and user experience.
- Collaborated with stakeholders to define project objectives and deliverables, driving successful implementation of the platform.

Academic Peer Leader

August 2022 – April 2023

University of Toronto

Toronto, Ontario

- Conducted personalized consultations with students to identify needs and provide guidance on academic resources.
- Delivered workshops and webinars in partnership with Academic Advisors, fostering a supportive and engaged learning environment.
- Developed targeted presentations to effectively communicate program offerings and support services.