Maria Mangru

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EDUCATION

University of Toronto   Toronto, Ontario

Bachelor of Science (Statistics and Economics; Focus in Data Analytics)   *Expected April 2025*

Skills: Microsoft Office Suite (Advanced), STATA (Advanced), R (Intermediate), Python (Intermediate), Tableau (Intermediate)

EXPERIENCE

Business Analyst   **September 2023 - Present**

IBM   *Toronto, Ontario*

- Led a comprehensive pricing strategy project, encompassing industry benchmark analysis, competitive research, and in-depth evaluation of current cost structures. Developed strategic pricing models that balanced market competitiveness with profitability.
- Conducted detailed research on various SaaS offerings in the Open Payments sector. Analyzed features and service models to guide the development of IBM's Open Payment Marketplace services, enhancing market relevance and user engagement.
- Updated payment processing API documentation to comply with international ISO20022 standards, significantly improving transaction security and expanding market compatibility.
- Investigated and benchmarked Real-time Payment (RTP) use cases and networks.

Strategy Consulting   **January 2023 – September 2023**

IBM   *Toronto, Ontario*

- Revamped a financial forecast model, involving data from 80 employees to accurately project quarterly spending leading to more accurate budget allocations and financial planning.
- Investigated international transaction costs for SWIFT GPI services by researching 45+ companies in 61 countries. Compiled findings into a database used by the team to compare service charges and inform pricing strategies.
- Utilized Tableau to present complex data, aiding in managerial decision-making process.
- Identified and analyzed the business models and service offerings of 10+ competitor companies, evaluating their niche, API offerings and market positioning.
- Executed a targeted investigation into the business models and payment service offerings of key banks and financial institutions across various countries in Latin America and Europe. Provided insights for strategic partnerships and payment service improvements.

Project Manager   **August 2022 – April 2023**

University of Toronto   *Toronto, Ontario*

- Spearheaded the development of a SharePoint site for 15 Academic Advisors and 4 Peer Leaders.
- Integrate creative processes for increased sight; assists in formulating new approaches to the new site design.
- Ensured compliance with university policies in organizing and securing sensitive data and documents.

Academic Peer Leader   **August 2022 – January 2023**

University of Toronto   *Toronto, Ontario*

- Conducted one-on-one student consultations to advise on academic resources and support services.
- Developed and delivered presentations and workshops, enhancing student awareness of the Registrar's services.
- Coordinated weekly webinars in collaboration with Academic Advisors, fostering student engagement and academic success.

Product Manager – Process Automation and Data Management   **September 2021 – August 2022**

University of Toronto   *Toronto, Ontario*

- Devised a solution to automate collection and quality assurance of the research data using Python.
- Collaborated with a software developer to build the program which resulted in a 60% decrease in time needed to collect and verify research data.
- Utilized HTML, CSS, JavaScript and Bootstrap to develop the UI of a website which makes the Python solutions accessible.
- Led a team of 26 undergraduate research assistants in collecting and performing quality assurance on Canadian import and export data between the years 1870 – 1930.
- Maintained communication channels and dissemination of research data for 175 undergraduate research assistants.
- Collaborated with other Team Leads and Senior Research Assistant to manage master program plan and project timeline.