Ruchith Kapoor

ruchithkapoor@gmail.com | (437) 973-2103 | LinkedIn | Portfolio

Work Experience

Business Analyst Intern at The Sparks Foundation – Remote   Oct 2024 – Dec 2024

- Designed Power BI dashboards for hospital teams, reducing manual data entry by 50% and enabling real-time monitoring of patient flow and service efficiency.
- Collaborated with internal teams to gather and define reporting KPIs, leading to a 22% improvement in analytics accuracy and decision-making clarity.
- Assisted in troubleshooting and optimizing Power BI Service performance, resulting in a 25% increase in dashboard usability and stakeholder engagement.
- Documented business requirements, user stories, and test cases to support agile project delivery, streamlining handoffs between business and technical teams.

Business Intelligence Analyst at CodSoft – India   June 2021 – Nov 2022

- Built supply chain performance dashboards in Power BI, reducing inventory holding costs by 10% and enabling leadership to forecast demand with 12% more accuracy.
- Conducted SQL-based operational analysis that identified inefficiencies in production workflows, improving throughput by 18% and cutting material waste by 7%.
- Partnered with finance, IT, and supply chain stakeholders to map end-to-end business processes, accelerating reporting cycles by 30%.
- Translated complex business requirements into ETL pipelines and Power Query workflows, improving data reliability by 20% and reducing manual processing time by 50%.
- Deployed real-time inventory and sales dashboards, decreasing stockout incidents by 15% and increasing order fulfillment rates by 22%.
- Optimized Power BI dashboards and Azure Dataflows, cutting query processing time by 30% and ensuring faster access to daily metrics.
- Supported user acceptance testing and change management efforts, achieving 95% end-user adoption of new reporting solutions post-deployment.

Customer Service Associate at BarBQ Tonite – Mississauga, ON   Jan 2023 – Present

- Served 100+ guests daily, helping improve speed and flow during peak hours.
- Resolved issues calmly, leading to more positive reviews and repeat customers.
- Gained real Canadian work experience while building teamwork, communication, and time management skills.

Certification

- **Microsoft Certified: Power BI Data Analyst Associate (PL – 300)** Certificate
  Gained expertise in data visualization, DAX optimization, and Power BI architecture.
- **Entry Certificate in Business Analysis | IIBA** Certificate
  Developed expertise in requirements gathering, process mapping & workflow automation.

Projects Portfolio

- **Operational Efficiency & KPI Analysis (Power BI, DAX, SQL, RLS):** Developed enterprise BI dashboards tracking $2.5M monthly sales, 1,500 metric tons inventory, and real-time production KPIs, reducing inventory waste by 15%. Optimized SQL queries and Power BI data models, reducing dashboard refresh time by 35% and improving data retrieval efficiency.
- **RBC Bank Churn Analysis:** Built Power BI dashboards integrating SQL pipelines and event tracking, improving churn prediction accuracy by 20% and increasing customer retention by 15%, leading to optimized marketing strategies. Built advanced segmentation models with DAX, RLS, and Power BI Service, enhancing data security and predictive modeling accuracy.
- **Budget Tracking Template (Excel):** Developed a dynamic Excel-based financial tracking tool, automating calculations for over 50 categories, reducing tracking time by 30%.

Skills

- **Technical Skills:** Power BI, Tableau, SQL, MS Excel, DAX, M Query, Power Query, Data Warehousing, Data Modeling, ETL, Power BI Service, Row-Level Security (RLS), Power BI Embedded, Azure Dataflows, Fabric, Snowflake, SharePoint
- **BI Strategy & Reporting:** Business Requirements Documentation, Functional Specification, Use Cases, User Stories, Business Process Mapping (Visio), Process Improvement, Agile Methodology, Stakeholder Management, UAT Support, Data Analysis, Documentation Generation, Change Management, CRM Insights, Data-Driven Decision Making

Education

Sault College Of Applied Arts & Technology, Toronto   **Jan 2023 – Aug 2024**

Post Graduation Diploma in Global Business Management

Concentration 1: Business Analysis, **Concentration 2:** Project Management, **Concentration 3:** Supply Chain & Logistics

Courses: Business Process Management, Business Development, Supply Chain Optimization, Operational Management