SANVEER DHANJU

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EDUCATION

Ivey Business School – University of Western Ontario   **London, ON**
Bachelor of Arts, Honors Business Administration (HBA)   *2018*
Bachelor of Sciences, Honors Specialization in Medical Biophysics (BSc)   *2018*

- Undergraduate thesis: *Testing Convolutional Neural Networks (CNNs) for MRI image segmentation*
- Recipient of HBA '83 and Albert Duncan Scholarship

PROFESSIONAL EXPERIENCE

Uber Eats   **Toronto, ON**
Driver   *Sep 2019 – present*

- Complete 30+ trips while recording and uploading trip metrics into a SQL database to conduct analysis on maximizing driver profitability

Bell Canada   **Toronto, ON**
Analyst, Strategy & Planning   *June 2019 – present*

- Led process to define the Bell 2020 Customer Operations strategy by guiding teams across the business unit in clarifying project goals, structuring roadmaps, and narrating a story to align with the corporate vision
- Ramped up to project work of 10 director teams over 2 months by reviewing in-depth project analysis with managers; led to direct collaboration with the SVP as the subject matter expert for all projects in the 2020 plan
- Conducted ad-hoc deep dive analysis for presentation to CEO; created new method to quantify qualitative AI/ML benefits based on customer interactions, resulted in $1.5M funding secured for new AI initiatives
- Analyzed three years of operational performance metrics to set annual targets for executive variable compensation

Project Manager, Machine Learning   *July 2018 – May 2019*

- Managed two company wide machine learning projects (1. Real-time churn prediction POC, 2. NLP platform) with a budget of over $2 million by leading roadmap development and coordination among affected stakeholders
- Analyzed three customer data sets with 130M+ rows using SQL to identify top use cases for the chatbot project to derive a business case with a 5-year benefit of $15M
- Ranked in top 10% of analyst class in Bell Customer Operations year end reviews

Rogers Communications Inc.   **Toronto, ON**
Analyst, Corporate Strategy   May 2017 – August 2017

- Evaluated new direct-to-consumer product strategies for monetization of NHL broadcasting rights by sizing market opportunities to raise and stabilize eroding media margin by 5%
- Framed long-term growth strategy on projects across several brands by defining current and target product states, and conducted market analysis revealing two catalysts for new major competitive threats

LEADERSHIP EXPERIENCE

Bell Canada Artificial Intelligence Conference   **Toronto, ON**
Co-Lead   *June 2019 - present*

- Organized first internal AI conference across 9 business units to promote AI thought leadership and collaboration
- Worked with Director teams across the 9 business units to organize presentation topics and materials

Sikh Centennial Gala   **Toronto, ON**
Committee Member   *Sep 2018 – March 2019*

- Raised over $200,000 by nurturing key sponsor relations through personal outreach to over 50 organizations

Technical Skills: Excel (Expert - VBA/Macros, index/match, data tables), PowerPoint (Expert),
SQL (Proficient - Subqueries, window functions, views, rollups, aggregations, string parsing)
Interests: AI in healthcare, backpacking in foreign countries, boardgames, fingerstyle guitar