Jaspal Singh Brar

BUSINESS ANALYST - AWS Cloud, Data Visualization & BI Tools

✉ jaspalsb@hotmail.com   📞 +1 (778) 998-0437   📍 Vancouver   in LinkedIn

SKILLS

- **Data Analytics & BI Tools**: Power BI, Tableau, Qlik, Alteryx, MySQL, DAX, Microsoft Excel, AWS Cloud.
- **Programming & Testing**: Java, Python, C/C++, PHP, Spring Boot, JUnit, Mockito, Postman, & IntelliJ.
- **Web & Frameworks**: HTML, CSS, JavaScript, ReactJS, REST API, RegEx, SQL Server, MySQL, BitBucket.
- **DevOps & Tools**: Jira, Git, RedHat Linux, Database Management, Data Extraction, Automation Scripting.
- **Methodologies & Practices**: Agile, Scrum, CI/CD pipelines, version control, unit testing, deployment cycles.

WORK EXPERIENCE

Service Desk Associate   May 2022 – Present
The Home Depot   *Vancouver*

- Investigated 10+ service requests daily using inventory logs, ticketing data, escalation triggers, system workflows, CRM entries, resolution scripts, audit trails, benchmark KPIs, and client SLAs, achieving 94% resolution rate.
- Streamlined store transfers and delivery queries using BI dashboards, logistics flags, CRM checks, route trackers, ERP sync, shipment status updates, delivery APIs, and escalation reports, increasing on-time delivery by 21%.
- Mentored 5 new hires by sharing SOPs, service templates, error reduction plans, training dashboards, knowledge base updates, ticket triaging models, and feedback matrices, and also improving onboarding efficiency by 60%.
- Analyzed Jira logs and Excel dashboards to identify recurring support gaps, issue lifecycle, response time metrics, service categories, and SLA exception reports, leading to a 17% improvement in issue resolution turnaround.

Web Developer   May 2023 – November 2023
Guard4U Security   *Vancouver*

- Built full-stack web portal using Spring Boot, MySQL, HTML/CSS, authentication modules, RESTful routing, container deployment, and CI/CD pipelines, improving user experience scores by 32% and site uptime by 98%.
- Deployed APIs and validated endpoints using Postman, logging 100+ test cases, using JSON schema validations, API call logs, version control repositories, and staging environments, and reducing data request errors by 27%.
- Performed weekly backups and security audits using Linux cron jobs, shell scripts, HTTP response tracking, encryption, audit logs, access roles, setups, and recovery tests, increasing data recovery reliability by 42%.
- Maintained code versioning via Git, created SEO schema and tags, sitemap integrations, traffic monitoring tools, search engine crawling rules, and canonical tagging, resulting in 40% traffic boost from organic search queries.

Analyst – Marketing Science   June 2021 – December 2021
Annalect India   *India*

- Built 3 variance analysis dashboards using Excel pivots, drill-down, trend visualizations, data segmentation, report slicers, data connectors, financial aggregators, and internal stakeholder KPIs, enhancing financial insights.
- Automated dashboard refresh via Alteryx flows, versioned output pipelines, logic validators, process triggers, aggregation rules, timestamp stamping, report batching, also increasing sync accuracy and consistency by 36%.
- Programmed scripts for anomaly detection in raw input datasets, logic alerts, outlier checks, rule-based triggers, pattern scans, validation scripts, test logs, accelerating debugging by 15% and reducing manual intervention.
- Optimized data mapping by integrating script triggers, log filters, validation conditions, lookup references, alias matchers, relational keys, transformation paths, and merge indicators, lowering dependency on manual updates.

Senior Systems Engineer   November 2017 – June 2021
Infosys Ltd.   *India*

- Developed 10+ Power BI/Tableau dashboards using DAX queries, SQL joins, performance metrics, conditional logics, visualization charts, drill filters, interaction layers, and boosting project visibility and metrics by 45%.
- Automated ETL workflows and merged data sources using Python, Alteryx, Excel macros, join strategies, dataset checkpoints, flow conditions, transformation rules, and reporting pipelines, saving 20+ manual hours weekly.
- Migrated app stack to Linux servers and created shell scripts to auto-redeploy, used bash utilities, log rotations, service restart commands, cron jobs, system monitoring, reducing deployment errors by 38% across environments.
- Broke down Jira epics into 50+ actionable stories with REST API tasks, backlog prioritization, sprint estimations, acceptance criteria, user flows, workflow mapping, and dev-ops syncs, also increasing sprint throughput by 29%.

EDUCATION

Post Baccalaureate Diploma in Technical Management & Services   January 2022 - May 2023
Kwantlen Polytechnic University, British Columbia

Bachelor of Technology in Electronics and Communication Engineering   August 2013 - July 2017
Chitkara University, India