

Sheel Patel

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PROFILE

Detail-oriented Data Analyst with a strong background in IT operations, data analytics, and performance monitoring. Over four years of experience as a Network Operations Center (NOC) Analyst, managing large datasets, monitoring trends, and ensuring system efficiency. Currently pursuing a Business Analytics program at Niagara College to further strengthen data analysis, statistical modeling, and visualization expertise. Holds a postgraduate degree in FinTech from Conestoga College and a Business Administration degree with a Finance major. Proficient in Power BI, Excel, Python, and data visualization techniques, with a keen ability to translate complex data insights into actionable business strategies.

PROFESSIONAL EXPERIENCE

Network Operations Center Analyst

06/2019 – 07/2023

American Infosource

Vadodara, India

- Monitored IT infrastructure, analyzed system performance metrics, and ensured data-driven decision-making for operational efficiency.
- Collected and processed large datasets, identifying system performance trends and potential risks.
- Developed automated reports and dashboards to track incident patterns and optimize resource allocation.
- Facilitated real-time monitoring of network stability, ensuring minimal downtime through proactive incident management.
- Collaborated with cross-functional teams to interpret data insights and implement strategic solutions for process improvement.

Key Achievements:

- Contributed to projects integrating advanced Fortinet firewall security features, improving threat prevention metrics by 30%.
- Developed SOPs for monitoring and incident response processes, reducing resolution time by 15%.

EDUCATION

Business Analytics

09/2024 – present

Niagara College

Niagara Falls, CA

Financial technology

09/2023 – 04/2024

Conestoga College

Kitchener, ON, Canada

Bachelors in Business Administration

06/2016 – 05/2019

Indus University

Ahemdabad, Gujarat,
India

SKILLS

Data Analytics & Visualization:

Power BI, Tableau, Excel, Python (Pandas, NumPy, Matplotlib)

Statistical Analysis:

Hypothesis testing, regression analysis, sampling methods

Programming & Automation:

Python, R

Performance Monitoring & Reporting:

Dashboard creation, KPI tracking, forecasting models

Research & Data Processing:

Trend analysis, data cleaning, quality assurance

AWARDS

Client Appreciation award

Certificate of Appreciation

(Multiple recognitions for team contributions)

AVAILABILITY

Full Time

Morning, Afternoon, Evening and Night Shifts.

CERTIFICATES

- Jira Fundamentals Badge
- FCRA (Affiliate - Third-party Information Sharing)

PROJECTS

Capstone Project

01/2025 – present

THK Enterprises

Integrated Production & Scrap Data Analysis: Merged two datasets in Excel and R, identifying key trends in production loss and scrap rates.

Cadence Bank

12/2021 – 07/2023

Worked as an IOC Analyst with the bank

Handled their ATM's, Network and firewalls to ensure the operations were smooth. Created automated file transfer systems with the team to make the repetitive tasks smooth.