Shivam Choudhary

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Professional Summary

Results-driven Business Analyst with a background in data analytics, customer operations, and project coordination. Over 4 years of professional experience in client service and operations roles, supported by postgraduate training in project management and data-driven business decision-making. Adept at gathering requirements, analyzing data, developing reports, and communicating actionable insights. Skilled in SQL, Power BI, Excel, and Python. Passionate about solving business problems, enhancing workflows, and supporting cross-functional teams to meet organizational goals. Actively learning AI/ML concepts to stay aligned with industry trends.

Education

Durham College, Oshawa, ON
Post-Graduate Certificate, Data Analytics for Business Decision Making —2025
- Tools: SQL, Python, Power BI, Tableau, Excel, R
- Focus: Predictive modeling, business reporting, KPIs

Durham College, Oshawa, ON
Post-Graduate Certificate, Project Management — 2024
- Emphasis on stakeholder communication, risk management, and process documentation

IEC College of Engineering and Technology, India
Bachelor of Technology (B.Tech), Automobile Engineering — 2020

Professional Experience

Sales Associate | Rogers Communications, Toronto, ON | 2024 – Present
- Act as a liaison between customers and internal teams to assess needs and recommend tailored solutions
- Analyzed client usage data and generated reports to support upsell strategies and improve service retention
- Collaborated across technical and support departments to resolve issues and communicate updates to stakeholders

Senior Customer Service Representative | Telecom BPO, India | 2019 – 2023
- Managed large-scale client interactions and contributed to the development of issue-tracking processes
- Coordinated cross-functional teams to support service delivery improvements and meet SLAs
- Collected and synthesized feedback for quality audits and internal process enhancements

Relevant Projects

EV Analytics Dashboard (2025)
- Built dashboards using Tableau and Python to analyze electric vehicle performance by range, efficiency, and cost
- Used SQL and Excel for data preprocessing; presented insights to support business recommendations
- Aligned findings with government sustainability goals and automotive trends

Market Analysis – Fitness Technology (2024)
- Contributed to market feasibility study for a fitness-based tech product by gathering data and analyzing trends
- Collaborated with teammates to define business needs and deliver a strategic go-to-market report
- Developed Excel-based models to compare pricing, demand forecasts, and competitor positioning

Key Skills

• Business Analysis & Requirements Gathering
• SQL, Excel, Power BI, Tableau, Python
• Process Improvement & Documentation
• Project Coordination & Stakeholder Communication
• Business Case Development, KPIs, Dashboards
• AI/ML (Foundational knowledge in progress)

Additional Information

- Open to hybrid or onsite roles in Toronto and surrounding areas
- Actively pursuing AI/ML knowledge through hands-on projects and coursework
- Committed to continuous learning and delivering data-driven impact