

# Shivraj Patil

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## EDUCATION

**Master of Engineering in Information Systems Security**  
Concordia University, Montreal, Canada

Sept 2022–Apr 2024

**Bachelor of Technology, Computer Science and Engineering**  
MIT World Peace University, Pune, India

Jul 2018–May 2022

## SKILLS

**Programming:** Python, Java, SAS, R

**Machine Learning:** Pandas, NumPy, Scikit-Learn, TensorFlow

**Web:** HTML, CSS, JavaScript

**Cloud Technologies:** AWS, Azure, GCP

**Data Analytics & Business Intelligence:** Power BI, Tableau, Looker, Excel, DAX, Power Apps, Generative AI, VBA, Snowflake, BigQuery

**Data Engineering & ETL:** SQL Server, AWS Redshift, Hadoop, Spark, Databricks, MongoDB, Azure Data Factory, AWS Lambda, Alteryx

**Automation & Job Scheduling:** Control-M, Power Automate, Jenkins, GitHub Actions, Terraform, Ansible, Apache Airflow, Kafka

**Version Control & Collaboration:** Git, GitHub, Confluence, Jira

## WORK EXPERIENCE

**Business System Analyst, TCS (Client: Manulife), Toronto, Ontario, Canada**

Jun 2025–Present

- Led **data profiling** and **root cause analysis** in **Azure Databricks** using **PySpark** and **SQL**, leveraging **Gen AI** to accelerate **query generation** and **profiling**, resolving **null value issues** and improving **data reliability** by **35%**.
- Utilized the **VOICE Dashboard** in **Power BI** to analyze **unstructured data** sources (call transcripts, surveys, chats), enhancing **global customer centricity** and improving **insight delivery** by **45%**.
- Analyzed contact center **surveys** in **Medallia** using **NPS**, **Feedback Type**, and **channel data**, boosting **satisfaction metric visibility** by **40%**.
- Collaborated with the **Data Office** to resolve **production issues** in **data pipelines** across **Canada**, **US**, and **GWAM** segments, improving **pipeline reliability** by **30%** and ensuring **seamless data flow**.

**Data Analyst, Intact Financial Corporation, Toronto, Ontario, Canada**

May 2024–Sep 2024

- Led the analysis of **operational performance** using **Python**, **SAS**, and **SQL**, uncovering insights that improved **key performance indicators (KPIs)** by up to **20%** across **Personal** and **Commercial Lines**.
- Developed and maintained **Power BI dashboards** for **workforce management**, enabling resource tracking, capacity planning, and performance monitoring, improving team **efficiency** by **25%** and reducing **scheduling conflicts** by **30%**.
- Created complex **DAX expressions** for advanced analytics and visualizations in **Power BI**, improving **trend analysis** by **25%**.
- Automated **SAS processes** with **Control-M** and **KSH scripts**, boosting efficiency by **40%** and cutting errors by **15%**.
- Maintained **version control** with **GitHub**, ensuring collaboration and code integrity across data projects.

**Security Analytics Intern, Intact Financial Corporation, Toronto, Ontario, Canada**

May 2023–Apr 2024

- Developed and optimized **Power BI dashboards** to transform raw data into actionable insights, leveraging **DAX measures** and **Power Query** to enhance data modeling and visualization, reducing **reporting latency** by **15%**.
- Implemented **Row-Level Security (RLS)** in **Power BI**, ensuring **role-specific data access** and reducing **access-related issues** by **30%**, ensuring **compliance** with **data governance standards**.
- Conducted **large-scale data analysis** using **SQL**, identifying key trends and optimizing **data workflows**, leading to a **20%** improvement in **data processing efficiency**.
- Enhanced **reporting efficiency** by **25%** through advanced **Excel formulas (VLOOKUP, INDEX-MATCH, arrays)** and **VBA macros**, automating **data analysis** and identifying **data quality gaps** from **CSPM, WAF, and CASB** tools.

**Business Intelligence Developer Intern, Paytm, Pune, India**

Jan 2022–Jul 2022

- Led the analysis of **customer analytics**, retrieving and analyzing **customer data** (demographics, purchase patterns, churn rates) from **GCP BigQuery** using **Python** and **SQL**, driving a **15% increase** in **customer engagement** through **targeted marketing strategies**.
- Developed **dashboards** in **Tableau**, visualizing key **customer metrics**, and saving **30 hours** of **manual analysis** per month, leading to improved **decision-making** for **marketing** and **product** teams.
- Developed and maintained comprehensive **documentation** on **Confluence**, and managed tasks on **Jira**, ensuring smooth collaboration and **progress tracking** for cross-functional teams.

**Data Engineer Intern, AlgoAnalytics, Pune, India**

May 2021–Dec 2021

- Led **data architecture** and flow for petabyte-scale project using **Spark**, **Databricks**, **AWS S3**, **Lambda**, and **SQS**, boosting efficiency.
- Automated **S3 archiving**, cut **storage costs** by **95%**, and optimized **revenue** with **compression/migration** solutions.
- Created **Azure Databricks** validation for **10+ pipelines**, cutting issue detection time by **70%** and saving **30 hours/week**.
- Built **monitoring dashboards** in **Snowflake** and **Tableau**, improving real-time and historical data analysis.
- Optimized **SQL queries** to cut database **query execution time** from 150 to 80 minutes and reduce **pipeline latency**.

## CERTIFICATIONS

- Microsoft Certified: Azure Data Fundamentals (DP-900)
- Databricks Lakehouse Fundamentals
- Dbt Fundamentals
- Alteryx Designer Advanced Certification