

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 & Infrastructure: AWS, Azure, GCP

Data Analytics & Engineering: Power BI, Tableau, Looker, Fabric, Excel, DAX, Power Apps, Snowflake, BigQuery, SQL Server, Spark, Databricks, MongoDB, Azure Data Factory, Alteryx, Power Automate, Apache Airflow, Control-M, Jenkins, Ansible, Terraform, Kafka

Generative & Agentic AI: RAG, LangChain, LangGraph, LLMOps, Prompt Engineering, Vector Databases, LangSmith, AI Agents

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

WORK EXPERIENCE

Data Analyst, Tata Consultancy Services (Client: Manulife), Toronto, Ontario, Canada

Jun 2025–Present

- Led **data profiling, validation, and root cause analysis** in **Azure Databricks** using **PySpark** and **SQL** to identify and resolve null value and schema issues within **VOICE product datasets**, improving **data quality and reliability by 35%**.
- Engineered the **VOICE Dashboard** in **Power BI**, integrating structured and unstructured data (calls, chats, surveys) and leveraging **Gen AI** for text summarization, topic extraction, and sentiment analytics—boosting **customer insights delivery by 45%**.
- Developed and automated **data pipelines and analytical views** from the **Customer Analytics Record (CAR)** data lake to support **business intelligence and ad hoc analytics requests**, enhancing data accessibility and reducing manual reporting time by **40%**.
- Collaborated with the **Data Office, Salesforce CRM, and Amazon Connect** teams to investigate and resolve **production pipeline issues**, improving **data flow performance and integrity by 30%** across **Canada, U.S., and GWAM** segments.

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