

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, 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