Smita Pinjan

Portfolio: https://smitapinjan.github.io/ | LinkedIn: http://www.linkedin.com/in/smitapinjan9 |

PROFILE

Highly motivated data analyst with expertise in various statistical methods within the analytics industry. In my previous role, I collaborated, led, and mentored a team of more than 5 data analysts and presented findings to a large group of stakeholders.

Proficient in interpreting and analyzing large and complex data, I focus on soliciting feedback and enhancing business performance through data mining, data modelling, data analysis, and visualization.

Motivated by an unwavering commitment to understanding, I specialize in uncovering patterns and translating raw data into strategic insights for informed decision-making.

EXPERIENCE

Manager, People Analytics (Individual Contributor)   July 2024 - Present
Canadian Western Bank, Edmonton

- **People Data Analysis:** Collaborated with the team to analyze people-related data, aligning with strategic goals and converting data into actionable business insights, contributing to a significant increase in data-driven decision-making.
- **Dashboard Development:** Implemented a new dashboard, improving process efficiency by 98% and saving 160 hours of manual work annually. Developed and maintained intuitive dashboards for People & Culture and business leaders, enhancing decision-making and reducing report preparation time.
- **Operational Reporting:** Planned, developed, and maintained analytics and reports, ensuring exceptional data governance and operational reporting within Workday and Power BI. Optimized Power BI models for enhanced performance, resulting in a 15% improvement in data accuracy.
- **PowerBI Implementation:** Collaborated on constructing and optimizing PowerBI reporting and dashboard functionalities, in line with the People Analytics strategy, boosting reporting efficiency.
- **Core HR Metrics:** Delivered insights on core HR metrics, including ESPP report, and Board Reporting which included turnover, diversity & inclusion, talent acquisition, and learning & development matrices.
- **Technical Reporting Activities:** Executed comprehensive technical activities related to operational and analytics reporting, leveraging mathematical, statistical, and programming expertise, resulting in a 20% reduction in reporting errors.
- **Stakeholder Collaboration:** Partnered with stakeholders and the HRIS team to prepare insightful and intuitive reports and ad-hoc projects, leading to a 15% increase in stakeholder satisfaction.
- **User Training:** Developed and maintained comprehensive operating manuals for analytics and reporting, trained users on PowerBI reporting functionalities
- **Streamlining Reporting:** Streamlined reporting processes across the People & Culture function, significantly boosting efficiency and effectiveness, resulting in a 20% reduction in report generation time.

Data Analyst   Sep 2023 - July 2024
 Numpy Ninja, Dover, DE, USA (Remote)

- **Leadership & Mentoring:** Worked as a team player while mentoring and leading critical data analysis projects within the healthcare analytics team, focusing on the interrelation between Sepsis, Diabetes, COVID-19, and its long-term health impacts.
- **Advanced Data Visualization Techniques**: Demonstrated proficiency in advanced Tableau & PowerBI concepts, including control charts, sparkline charts, funnel charts, Pareto charts, and correlation charts. The visually compelling representations facilitate effective communication of complex data to stakeholders.
- **Data Cleaning, Wrangling, and Data Modeling:** Employed Python, Pandas, NumPy, and PostgreSQL, as well as Excel, for data integration, cleaning, wrangling, data normalization, and data modelling. Ensured data accuracy and consistency, laying a robust foundation for subsequent analyses and visualizations using Tableau & PowerBI. Developed a data pipeline and data model using PostgreSQL.
- **Exploratory Data Analysis (EDA)**: Utilized EDA techniques and the Python visualization libraries, including Matplotlib and Seaborn, to derive insights from raw data. Explored relationships, patterns, and anomalies in the biomarker data.
- **Data Manipulation**: Prepared insights from various management information systems (relational databases) such as PostgreSQL, and MySQL building SQL queries for data manipulation. Ensured data integrity and consistency for subsequent analysis.
- **Linear Regression Modeling:** Employed Linear Regression to assess data suitability for informed decision-making and evaluated relationships between biomarkers and clinical outcomes.
- **Agile Methodology Implementation:** Actively participated in the Agile process, utilizing tools like Scrum, GitHub, and Trello. Collaborated with cross-functional product teams to enhance project efficiency and present the reports to stakeholders.

Sales and Customer Service Representative   Apr 2022 - Sep 2023
Upper Canada Forest Products Ltd, Edmonton, AB
- Contributed to sales growth by upselling products and services based on individual customer requirements, utilizing ERP systems like Salesforce, SAP, and SharePoint.
- Analyzed Sales data, mapped product information to relevant stock-keeping items, and provided data-driven insights and recommendations to executive management.
- Prepared and analyzed monthly sales reports and presented them to the executive team.
- Actively participated in company training programs and demonstrated the ability to operate company systems and software without any supervision.
- Participated in team projects, demonstrating an ability to work collaboratively and effectively.

PROJECTS
- **Sales Analytics, Customer Churn Analysis**
  - Conducted an in-depth analysis of the Telecom Churn Rate of customers based on Demographic Segmentation, Service Usage pattern, Payment, and Billing behaviour.
  - Discovered a 27% churn rate, with young or non-elderly customers exhibiting a 75% churn rate. Recognized that customers with higher monthly charges with short-term contracts are likelier to churn.
  - Successfully identified the churned customer's behaviour. Explored living arrangements, revealing a 60% churn rate among customers living alone, particularly recent sign-ups.
- **People Analytics, HR Analytics -Attrition Rate Analysis**
  - Created an interactive PowerBI dashboard that offered KPI and valuable insights into employee attrition rate. Analyzed trends related to new hires, separations, retention, performance, and attrition patterns among employees.

- Developed a performance tracker to monitor KPI, individual employee engagement, satisfaction, work-life balance, environment satisfaction, and performance ratings.
- Analyzed that Employee retention and growth increase is a good indicator. Also, age and gender distribution are indicative of diversity, inclusivity, and a balanced workforce.
- **Healthcare Analytics - Sepsis and Non-Sepsis Patients Dataset Analysis**
  - Designed a suite of interactive dashboards that could reduce report generation time by 40% enhancing the team's decision-making process.
  - Developed a dynamic chart using advanced Tableau Visualizations which identifies more than 99% of patients at risk of mortality, highlighting severity levels. It empowers medical professionals to prioritize interventions and allocate resources efficiently by providing critical insights for healthcare decision-making.
  - Designed a KPI dashboard for sepsis patients in Tableau. This dashboard streamlined information access, leading to a remarkable 30% improvement in operational efficiency within the intensive care unit. By visualizing critical data points, healthcare teams can make informed decisions promptly.
- **Healthcare Analytics - Covid-19 Patient Dataset Analysis**
  - Conducted a comprehensive survey analysis, revealing that over 80% of participants experienced significant stress due to financial obligations during the COVID-19 pandemic
  - Uncovered that 96% of participants aged 26 and above reported mental health issues stemming from financial stress.
- **Healthcare Analytics - Diabetes Patients Dataset Analysis**
  - Performed an analysis that revealed a 38% increase in the likelihood of developing Dementia for individuals with diabetes.
  - These key findings have provided valuable insights for medical professionals, potentially guiding future treatment approaches and patient education on the management of Diabetes and its associated risks.

EDUCATION

Microsoft Certified PowerBI Data Analyst Associate, Edmonton   Dec 2024
Bachelor of Technology, (GPA 3.8/4.0), NAIT Edmonton, AB   Jan 2018 - Sep 2020
Bachelor of Science in Civil Engineering, University of Pune, India   Jun 2008

TOOLS

Microsoft Excel and Google Sheets, Management Information Systems (relational databases), Tableau, PowerBI, Structured Query Language (SQL) including PostgreSQL, Python coding, Workday reporting, SAP, Salesforce, MS Office, GitHub, Trello, JIRA

SKILLS

Statistical Analysis, Analytical Problem Solving, Data integration, Data Cleaning and Wrangling, Data Modeling, Data Manipulation, Data Visualization, Data Analysis, Report Writing, Model Optimization, Project Management, Stakeholder Management, Project Coordination, Document Management, Strategic Planning, Customer Service, Attention to Detail, Strong Work Ethics, Clear and Concise Communication.