

# Victor Lao

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## Work Experience

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### Guillevin International (Electrical Components Distributor)

Data Specialist

Concord, ON

Oct 2022 – Mar 2024

- Analyzed counter sales data to improve customer retention and engagement 30% by identifying best-selling items, recommending purchasing and pricing strategies and performing churn analysis
- Led ERP system (Epicor Prophet 21) transition by standardizing data and automating data entry processes through Excel (Power Query, Typescript and VBA) allowing for centralization of data functions regionally
- Created pipeline to automate regional monthly rebate submission to vendors and visualize claims data on a dashboard (R, Click Up and PowerBI) resulting in reduction of 200 hours in administrative tasks, monthly, and insight on the rebate process
- Reported on sales and invoice data (DocStar) to produce KPIs and provide support for the AP/AR team when resolving vendor rebates, resulting in more than 25-million dollars reimbursed region-wide yearly
- Created internal tooling (PowerApps and SharePoint) to improve interdepartmental communication and help desk operations boosting operational efficiency across all 26 branches in Ontario

### Freelance

Freelance Analyst/R Programmer

North York, ON

June 2021 – Oct 2022

- Produced automations to eliminate repetitive data extraction, cleaning, and analysis tasks on behalf of clients gaining strong experience in data manipulation and analysis

### University of Toronto

Research Assistant/Teaching Assistant

Toronto, ON

Sept 2018 – June 2021

- Produced and performed statistical analysis (Excel and R) on experimental data to research the role of histone-methyl-binding proteins in *C. elegans* and their role in epigenetic pathways culminating in a successfully published thesis and methodology paper in Journal of Visualized Experiments (JoVE)
- Taught and supervised lab courses at the undergraduate level to mentors students in performing standard lab procedures preparing them for work in the biology/healthcare sector

## Education

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### University Of Toronto

MASTERS OF CELL AND SYSTEMS BIOLOGY

Toronto, ON

2018 – 2021

### University Of Toronto

BACHELOR OF SCIENCE, HONORS DEGREE

Toronto, ON

2014 – 2018

## Skills

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- Microsoft Excel, 365, Power Query
- ERP Systems (Epicor P21)
- Power BI, Tableau
- Data visualization, cleansing, collection, analysis
- R (Programming)
- Advanced SQL querying, ETL processes