SUCCESS AMBALIYA

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GitHub | Linkedin | Portfolio

SUMMARY

Detail-oriented and well-organized Data Analyst with 4.5 years of dynamic work experience in administration, IT operations, customer service, and management. An upbeat team player with an expansive toolkit of interpersonal skills and business operations knowledge. Proficient in data analysis, financial analysis, and business intelligence tools. Seeking an opportunity that allows me to apply my acquired knowledge in data analytics to drive business success.

- Efficient, organized, and able to produce high quality work with team within stringent timeframes
- Excellent coordination and administrative skills with Enthusiastic and accommodating personality
- Strong aptitude for numbers and accounting, with a natural ability to identify and capitalize on process improvement opportunities.
- Ability to think outside the box and take a proactive approach to problem-solving and task completion.
- Effective communication skills: languages include English, Hindi and Gujarati

SKILLS

- **Analytical Tools:** MySQL, MongoDB, SQLite, PostgreSQL, SQL Server, Oracle DB, Jupyter notebook, Power BI, Tableau, Hadoop, Google Analytics, Git, GitHub, Access, COINS System, Microsoft outlook, Sharepoint, Generative AI
- **Programming Languages:** Python, Java, JavaScript, Typescript, R
- **Advance Excel:** Pivot Tables, Macros, Formulas, VLOOKUP, XLOOKUP, Charts and Graphs, Power Query, Conditional Formatting
- **Libraries:** Pandas, Matplotlib, Seaborn, NumPy, SciPy, Selenium, Anaconda, BeautifulSoup, PyTorch
- **Technical Skills:** Data Wrangling, Cleaning and Modeling, Analysis and Visualization of Data by Statistical Approach, PowerPoint/Keynote/Slides, Data Mining, Predictive Analytics, Time Series Analysis, Data Integration, Data Transformation, Data Automation, Data Reporting, Web Scraping, API Integration,
- **Cloud Skills:** Amazon Web Services (AWS), Google Cloud Platform (GCP), Microsoft Azure, Cloud Computing
- **Business Skills:** Business Analytics, Branding/Brand Strategy, Business Objects, Business Strategy, Financial analysis, Management, Public Speaking, Agile, Business Communications, AML/KYC Compliance, Market Research, Data-Driven Decision Making, Business Intelligence (BI), Key Performance Indicators (KPIs), ROI Analysis, Forecasting, Strategic Planning, Business Process Optimization, Cost-Benefit Analysis, Risk Management, Competitive Analysis, Data Visualization for Business Insights

PROJECTS

DISNEY+: EXPLORATORY ANALYSIS: TV SHOWS AND MOVIES   Link
- Performed exploratory data analysis on Disney+ content, examining distribution across genres, release years, ratings, and includes visualizations to help understand trends and patterns in the Disney+ library.
- **Technology used:** Python, Pandas, Jupyter Notebook

BEST SELLER BOOK AMAZON WEB SCRAPPING PROJECT   Link
- Created a Python script to scrape Amazon's best-selling books, utilizing BeautifulSoup and Requests to extract and analyze the data.
- **Technology used:** Python, BeautifulSoup, Requests, Pandas

TABLEAU PROJECT: CANADA'S TOP-5 BANKS BALANCE SHEETS ANALYSIS   Link
- Conducted a detailed analysis of the balance sheets of Canada's top 5 banks: BMO, CIBC, RBC, Scotia, and TD. The dashboard includes a variety of financial indicators such as assets, liabilities, and equity distributions, offering valuable insights into the financial of each bank.
- **Technology used:** Tableau

POWER BI PROJECT: COSTCO SALES REPORT ANALYSIS   Link
- Analyzed Costco's sales data with Power BI, providing insights into comprehensive analysis of Costco's sales data, with insights into sales by segment, payment mode, region, ship mode, and also includes sales forecasting for the next 15 days, helping to predict trends and improve decision-making for future sales strategies.
- **Technology used:** Power BI

POWER BI PROJECT: BANKING CUSTOMER_REPORT_ANALYSIS   **Link**
- Used Power BI to analyze banking customer behavior, segmentation, and credit card ownership, providing insights into customer trends and exit patterns.
- **Technology used:** Power BI

ADVANCE EXCEL PROJECT: HOTEL DATA ANALYSIS REAL DATA   **Link**
- Conducted a detailed analysis of hotel performance data, comparing metrics such as occupancy, revenue, and customer ratings for various hotels in Montreal.
- **Technology used:** Excel

SQL PROJECTS   **Link**
- Demonstrated proficiency in SQL by working on various database projects, focusing on complex query design and database management tasks.
- **Technology used:** SQL

PROFESSIONAL EXPERIENCE

CIBC Retail operations   **Toronto, ON, Canada**
Business Operations Analyst   *April 2022 – October 2024*
- **Collaborated proactively** with internal **CIBC teams**, including **branches** and **CAMs**, to gather essential **business** and **operational data**, ensuring seamless integration of insights for key **decision-making processes**.
- Utilized **MySQL** and **Python** to **extract, clean, and analyze large datasets**, providing actionable insights that improved **business processes** and contributed to **data-driven decision-making**.
- Developed **automated reporting** and **dashboards** using **Power BI** and **Tableau**, providing **stakeholders** with **real-time insights** into **business performance** and enabling **informed decision-making**.
- Applied **Pandas** in **Python** to efficiently manage and analyze **complex datasets**, improving **reporting efficiency** and **data accuracy**.
- Leveraged **AWS** to create **scalable data pipelines**, optimizing **data storage** and **processing** for improved **operational performance**.
- Conducted in-depth **data analysis** and created **interactive visualizations** using **Power BI** and **Tableau**, presenting key **business metrics** to **executives** and driving **performance improvement initiatives**.
- Implemented **web scraping** techniques to gather internal **data** for **market research** and **competitive analysis**, enriching **internal databases** with valuable insights for **strategic planning**.
- Performed **root cause analysis** of discrepancies in **financial** and **operational data**, using advanced **Excel techniques** (such as **V-lookups**, **Pivot Tables**, and **Macros**) to ensure **data accuracy** and **regulatory compliance**.
- Improved **reporting efficiency** by automating routine processes and streamlining **data workflows** using **Excel Macros**, reducing **turnaround time** and **manual errors** by **40%**.
- Provided **data-driven recommendations** for **process optimization**, contributing to increased **operational efficiency** and **productivity**, as demonstrated by achieving a **108% efficiency rate** through **strategic enhancements**.
- Collaborated with **cross-functional teams** to align **business goals** with **technical solutions**, ensuring that **business requirements** were met through effective use of **analytical tools** and methodologies.
- **Applied conditional formatting** techniques within **pivot tables** to enhance data analysis, highlighting key trends and outliers, resulting in more efficient **data management** and **improved reporting accuracy**

Hotel Quality Inn, Best Western Plus & Hotel Ecolodge Centre-Ville   **Montreal, QC, Canada**
Administrative Coordinator   *February 2020 - February 2022*
- Led **strategic planning** and supervision of essential hotel operations across multiple locations, leveraging **data analysis** to drive **business performance** and optimize **customer satisfaction**.
- Delivered meticulous **administrative support** to a dynamic team of 15+ colleagues, enhancing overall office efficiency through effective **data management** and **reporting**.
- Utilized **Advanced Excel** techniques, including **Pivot Tables**, **VLOOKUP**, **XLOOKUP**, and **Formulas**, to analyze operational data, providing key insights on **occupancy rates**, **revenue trends**, and **customer preferences** to support **data-driven decision-making**.
- Designed and maintained **automated dashboards** and **reports** using **Power BI**, visualizing key performance metrics such as **room occupancy rates**, **revenue per available room (RevPAR)**, and **customer satisfaction scores**.

- Conducted detailed **data analysis** on pricing strategies and demand forecasting, using **Excel** techniques like **VLOOKUP**, **Pivot Tables**, and **Conditional Formatting** to identify opportunities for **revenue optimization**.
- Developed and implemented **Excel macros** and used **Power Query** to automate reporting and data analysis processes, improving efficiency and reducing manual errors, supporting timely and accurate **business insights**.
- Managed large datasets related to **guest demographics**, **booking trends**, and **financial transactions**, ensuring seamless **data flow** and accurate **reporting** across systems.
- Collaborated closely with **customer-facing teams**, utilizing **analytical tools** to improve **service delivery** and identify key areas for **operational improvement** based on **data insights**.
- Supported the integration of new **data tools** and reporting platforms, enhancing the ability to make **strategic decisions** through better **data visualization** and **analysis**.

Dr Beetroot Canada   **Montreal, QC, Canada**

Business Operations Associate (Internship)   *October 2021 – December 2021*

- Executed a dynamic six-week internship as a **Business Operations Associate** at **Dr Beetroot Canada**, fulfilling industry work placement requirements within the **Applied Business Management** course at **University of Manitoba Extended Education**.
- Applied **analytical skills** and industry-specific tools to conduct a thorough **market potential assessment** for **Dr Beetroot products** in the **Montréal region**, providing **strategic insights** for **data-driven decision-making**.
- Led the planning and design efforts for impactful **marketing collaterals**, leveraging **data analysis** and **graphic design tools** to align marketing strategies with business goals, contributing to enhanced **business performance**.
- Conducted **data analysis** on consumer behavior and market trends, generating actionable insights that helped refine **product positioning** and **pricing strategies**.
- Coordinated and communicated assigned tasks seamlessly with various **departments** and **teams**, demonstrating effective **interpersonal skills** and fostering a collaborative work environment to meet project deadlines.

EDUCATION

University of Manitoba   **January 2021 - December 2021**
Certification, Applied Business Management   *GPA: 9.7*

Cégep de la Gaspésie et des Îles   **January 2020 - December 2020**
Certification, Project Management   *GPA: 9.3*

BVM Engineering College   **July 2017 - May 2019**
Master's, Infrastructure IT Engineering   *GPA: 9.6*

MGITER College   **July 2013 - May 2017**
Bachelor's, Computer Science Engineering   *GPA: 8.9*