Sushma Sharma **Toronto, Canada**

**Business Intelligence Manager**

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**CAREER SUMMARY**

Data Science, Business Intelligence and Data Analytics professional with expertise in building data products that drives business impact.

I have extensive experience in delivering end to end Data projects from inception stage to execution i.e. gathering requirements, defining key performance metrics, running and analyzing experimental designs, conducting quantitative and exploratory data analysis, and building interactive dashboards/visualizations used to communicate actionable insights.

**Work Experience**

**Upgrade Inc (FinTech) | Toronto**

**Business Intelligence Manager**  **May 2022- Current**

**ROLES AND RESPONSIBILITIES**

• Leading a team to develop the data products, as part of the Self-Service Analytics platform. Determined career path and milestones for advancement within the team. Mentored team members on their own career growth and developed yearly plans to ensure their growth success. Defined agile development processes for ensuring effective integration of the team among the broader analytics engineering department.

• Developed data strategies and provide direction for the application of BI/Dashboarding tools, and built robust KPI's and drill-down capabilities which enabled discovery of actionable insights.

• Connected product strategy with metrics to track progress towards goals and continually inform product development through high quality data insights and experimentation.

• Collaborated with data science, engineering and product teams to build innovative data products using Machine learning and statistical analysis.

• Delivered data-driven recommendations and insights in a clear and concise way to all levels, including C-Suite stakeholders, across all areas of the organization.

• Mentored high performing team, conducted 20+ interviews and coached people around various aspects of Business Intelligence and analytics.

• Developed a BI roadmap and managed priorities with the strategic goal of the team spending 20% or less of their time on ad-hoc requests.

• Built 20+ data products in collaboration with the product/engineering teams. Increased adoption of the data products (dashboards, reporting applications) by 15% by delivering 10+ training sessions.

• Evaluated 20+ A/B Test experiments results and build visualizations to monitor and to better understand changes in important product metrics.

• Developing insightful, visually compelling, and engaging dashboards using Tableau and AWS QuickSight that support decision making.

**Tech Stack: -Power BI, Advanced SQL, Python, AWS Cloud (QuickSight, Redshift, Athena, S3, Glue)**

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**Cohesity | Toronto**

**Business Intelligence Manager Feb 2020 –May 2022**

**ROLES AND RESPONSIBILITIES**

• Led a team of business intelligence analysts to create enterprise level automated solutions for executive, sales, marketing, HR and other key stakeholders.

• Leveraged previous experiences in analytics reporting, data visualization and sql and python to provide directions to analysts.

• Spread headed the organization's efforts in creating actionable business intelligence reports in Tableau and Implemented and established an effective tableau implementation strategy resulting in rapid adoption from approximately 20 users to 200 users.

• Automated the enterprise sales production and finance reports resulting in 99% decrease in report creation time (100 hrs to 1hr month)

• Developed executive level sales reporting and serve as a subject matter expert for the organization policy management system

• Served as reporting, databases and project management liaison with a key external vendor.

• Collaborated with SQL development team in US on strategic data warehousing and reporting project using data vault technique.

• Extracted data from salesforce to build sales booking and revenue trend in Tableau

**Skills: Leadership · Business Intelligence · Tableau · SQL · Data Visualization · Team Leadership · Python · NumPy · Pandas · Business Analytics · Data Analysis · Requirements Gathering · Data Analytics · Cross-functional Collaboration**s

**CIBC | Toronto April 2019 - Jan 2020**

***Senior Business intelligence analyst***

**ROLES AND RESPONSIBILITIES**

• Evaluated consistency and importance of different business intelligence data against needs to determine optimal courses of action.

• Reviewed files, records and other documents to obtain business information and key data in order to respond to development requests.

• Developed and managed a team of Anti money laundering.

• Developed processes and standards to ensure risk data is consistent and accurate.

• Developed and delivered executive-level presentations to communicate story lines and lead regular management discussions on strategies, tactics, and performance.

• Performed analysis of project delivery data and highlighted opportunities for delivery performance improvement Work with the Technical Team Manager and the BI Administrator in change management in the data warehouse and in evaluating data quality.

• Developed managerial reports that provide concise information to leadership to ensure well-informed decisions are Coordinated and work with other technical staff to develop database architectures, coding standards, and quality assurance policies and procedures.

• Evaluated, recommended analytics/big data/data warehouse components, including hardware, database management systems, ETL (extract, transform, load) software, data mining tools, and metadata management tools.

**Skills: Analytics · Business Intelligence · SQL · Data Visualization(Congos) · Extract, Transform, Load (ETL) · Business Analytics · Data Analysis · Requirements Gathering · Cross-functional Collaborations, Tableau, leadership**

**Acrotrend Solutions | Mumbai Oct 2015 –Feb 2019**

***BI Consultant***

• Developed and provided training to team members and staff on basic utilization and advanced proficiencies, up to and including training others to provide backup to this role/function

• Developed methodologies that allow for efficient and repetitive data extraction processes on Tableau Server

• Developed new dashboards to monitor training compliance for Tableau, Cognos and Power BI.

• Developed rich interactive visualizations integrating various reporting components from multiple data sources through excel files, CSV, SQL server, Oracle, SharePoint.

• Analyze existing operations and make recommendations for the improvement and growth of the BI/EDW architecture.

• Conducted research and remained current with the latest data technologies and solutions in support of future data management procurement efforts.

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• Performed cost estimates for data migration between development, test, and production systems, and planned and coordinated these migrations.

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• Responsible for the full life cycle of Tableau and Cognos reporting solutions, including research, design for EMIT Business customers of ExxonMobil, Vmware and Netapp.

**Skills: SQL · Database Design · Extract, Transform, Load (ETL) · Data Warehousing · Data Mining · Database**

**Dell India Private Limited | Bangalore July 2011–Aug 2015**

***Analyst***

• Created SQL Queries in Ad-Hoc Report Generator (OLTP) Analytical Queries

• Worked on extraction of Data using SQL

• Developed application for Excel Reports through VBA

• Developed and distributed company-wide business reporting solutions and tools for staff and management.

• Developed and maintained relational databases.

• Assisted staff with technical issues and ad-hoc requests.

• Streamlined reporting processes to improve efficiency.

**Skills: SQL · Database Design · Extract, Transform, Load (ETL) · Data Warehousing · Data Mining · Databases**

**AREAS OF EXPERTISE**

**• Analytics**: - Business Intelligence; Data Science; Data visualization; Dashboarding; Business Analytics; Statistics; Databases; Cloud Computing; Customer Insights, Data storytelling; Data Strategy; Segmentation; Clustering; Regression

**• Product**: - Product Analytics; Product Growth; Data Product Management; A/B Testing; Experimentation; Hypothesis Testing; Product Roadmap

**• Tools and Technologies**: - SQL, Tableau, Microsoft Power BI, Python(numpy, pandas,matplotlib,

• Scikit-Learn), AWS (QuickSight, Redshift, Glue, S3), Google Cloud Big Query, Microsoft Excel

**• Leadership**: - Team Management, Career Coaching, Technical Leadership, Mentoring

**PERSONAL SKILL**

• Coach and Leader

• Effective communication skills

• Result Oriented

• Growth Mindset

• Client query resolution skills

• Client Reporting Skills

• Remote team experience

**PROFESSIONAL EDUCATION**

• Bachelor of Engineering (Computer Science), 2011

• Certified Data science professional from XLRI, India

• Certified Scrum Master

• PMP Certified Professional

• Python Certified- Jovian