

# Thanikan Umagaran

## SUMMARY OF QUALIFICATIONS

- Strong team collaboration, analytical, and problem-solving skills developed as an Analyst, IT Operations TOC (Technical Operations Centre) at Ontario Health.
- Self-directed with a strong sense of personal initiative and ownership who can time manage academic responsibilities, extracurriculars, and a 37+ hour work week.
- Excellent interpersonal and communication skills managing communication channels at various levels of the organization as a Director of Communications at TEDxTorontoMetU.
- Familiarity with: MS Office 365 (Word, Excel, PowerPoint), MS Teams, Azure, AWS, IT Network systems, Windows, Windows/Linux/Unix operating systems, CyberArk, and Service Now.

## EDUCATION

**Bachelor of Commerce – Business Technology Management Co-op** **Sep 2020 - Present**  
Ted Rogers School of Management, Toronto Metropolitan University (Formerly Ryerson University)

- Minor in Computer Science.
- Notable Courses:
  - **ITM 301: IT Infrastructure:** Analyzing business networking scenarios and using IT infrastructure solutions to solve simple networking/network design problems; Network solutions and topology design using diagramming software such as draw.io.
  - **ITM 711: Cloud Computing:** Comprehensive introduction to cloud computing using Amazon Web Services (AWS). This course covers the essential concepts and practical skills needed to leverage AWS cloud services effectively with hands-on labs and theoretical teachings.

## WORK EXPERIENCE

**Sales Associate, Champs Sports** **June 2023 – Present**

- Consistently achieved and exceeded monthly sales goals by an average of 20%, resulting in increased revenue for the store.
- Resolved customer inquiries, issues, and concerns with a friendly and solutions-oriented approach, maintaining a high customer satisfaction rate.

**Analyst, IT Operations TOC, Ontario Health** **May 2022 - Dec 2022**

- 100+ technical documents into a SharePoint Online Subsite to help boost efficiency of daily processes by 50%.
- Provided technical support to 50+ internal and external stakeholders by utilizing problem solving, communication, and analytical skills in a timely manner. Streamlined
- Demonstrated initiative with accuracy and attention to detail when handling several tasks and changing priorities by utilizing time management and organizational skills within a fast-paced environment.

## LEADERSHIP EXPERIENCE

**Director of Data Science, Metropolitan Data Science Association** **June 2023 - Present**

- Contributed to the groups' educational needs, including facilitating and co-facilitating workshops, creating and collecting content, teaching and mentoring 200 students in data analytics using SQL, R, and Python.
- Worked in a team environment to collaborate, brainstorm and give feedback regarding data science initiatives.

## TECHNICAL SKILLS AND CERTIFICATIONS

**Azure Fundamentals (AZ-900), Microsoft** **Sep 2023**

- Demonstrated a solid understanding of core Azure services, cloud concepts, and fundamental cloud computing principles.

**Power of Excel: Business Fundamentals, Ted Rogers Bootcamp** **Sep 2021**

- Able to visualize and interact with data sets using Pivot Tables, slicers, and other analytical tools in Excel.