Mirza Abubacker

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EDUCATION

Google Data Analytics Professional Certificate   *Nov 2022*

- Established robust understanding of data analysis, cleaning, and visualization skills and applied them to design and implement SQL/Excel-based analytical solutions for real-world analytics-based scenarios.

Toronto Metropolitan University – Business Technology Management (Co-op)
Bachelor of Commerce   *Sep 2016 – Oct 2021*

- ITM Student Association – Vice President of Finance: Oversaw invoice management and spearheaded funding efforts for six large-scale student events by delivering compelling funding presentations.
- RBC Student Hackathon: Achieved 3rd with an exceptional presentation for an innovative cybersecurity solution.

TECHNICAL SKILLS

- SQL, Excel, Python, PowerShell, R, Tableau, Visio, JIRA, BPMN/UML, Machine Learning (Classification & Clustering Algorithms), Microsoft (Dynamics, Access, Excel, PowerPoint, Word), ServiceNow

PROFESSIONAL EXPERIENCE

CGI
Project Control Officer   *Jan 2020 - Aug 2020 (Co-op), Feb 2022 – Feb 2023*

- Led month-end forecasts reviews for **10+ projects** in collaboration with Director and Project Managers while delivering status updates for active projects to VP of Consulting to drive informed decision-making and initiatives.
- Delivered actionable **insights** and analysis for resource allocation and funding concerns to leadership on weekly basis backed with solutions enabling overall optimization of on-going concerns.
- Leveraged **Oracle BI** to consolidate historical data and perform monthly health checks for large scale projects, using sophisticated **financial models** to identify margin leakage and over/underrun of funds.

Toronto Water
IT Trainee   *May 2019 – Aug 2019*

- Directed team of interns in successfully completing a large-scale **IT equipment upgrade** project with **95% efficiency** against all on-site deadlines while meticulously reporting status updates to upper management.
- Collaborated in team of four to resolve **30+** support tickets daily on **HP Service Manager**, personally owning over **40%** of the queue, and optimized the process by ~**25%** through facilitated discussions for improvement.
- Implemented workstation setup procedures with a record of over **95% accuracy**, encompassing system BIOS configuration, software installation, and Windows imaging for employee use, resulting in highly satisfied users.

RBC
Business Analyst   *May 2018 – Dec 2018*

- Automated delimiter conversion and data cleaning operations for daily/weekly reporting by migrating data from **Excel** to **SQL** using **PowerShell**, resulting in a ~**80%** boost in reporting speed and productivity.
- Conducted data **extraction** from **ServiceNow** and utilized **SQL queries** to produce weekly reports, delivering valuable insights that supported effective **decision making** and drive discussions during weekly meetings.
- Initiated and managed a comprehensive documentation project, encompassing diverse business processes and reporting practices, creating a **60+ pages reference** resource for the team to facilitate information sharing.