VAIBHAV NANGIA, PMP®

Business Data Analyst, Toronto ON

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PROFESSIONAL SUMMARY

Business Data Analyst with 4+ years of experience delivering analytics-driven solutions across healthcare, e-commerce, and consulting. Strong background in SQL-based analysis, Python data processing, and BI development using Power BI and Tableau. Proven ability to support Agile delivery by translating business and clinical requirements into scalable data products, KPIs, and executive dashboards. PMP® certified with a track record of stakeholder engagement, risk mitigation, and data-driven decision support at enterprise and national scale.

WORK EXPERIENCE

Healthcare Data Analyst   *Oct 2025 – Dec 2025*
IBM, Halifax NS

- Facilitated the OPOR (One Person One Record) initiative, a province-wide digital transformation to replace 80+ legacy systems with a unified Oracle Health (Cerner) Clinical Information System (CIS).
- Collaborated with IBM and Nova Scotia Health stakeholders to modernize healthcare delivery for 1M+ Nova Scotians, ensuring data integrity across acute, primary, and mental health sectors.
- Identified data quality gaps across 30+ source tables, improving reliability of patient matching and cross-system reporting used by provincial decision-makers.
- Executed data profiling and mapping for legacy patient records, ensuring high data accuracy and minimizing reconciliation issues during the transition to the Oracle Health platform.
- Performed rigorous gap analysis between current-state legacy workflows and future-state Cerner "Canadian Reference Model" standards to identify and mitigate data loss risks.

Analytics Consultant   *Jun 2025 – Present*
Consulting by CAAS, Toronto ON

- Architected a geodemographic engine by synthesizing 5.5M+ data points from the 2021 Statistics Canada Census; used Factor Analysis to isolate core KPIs that drive consumer spending power at the ground level.
- Delivered multiple insight reports and dashboards translating complex population data into decision-ready outputs for business, market, and policy planning.
- Designed segmentation and profiling models enabling comparisons with commercial products such as Environics Analytics, strengthening data-backed strategic positioning.
- Collaborated with consultants, SMEs, and stakeholders to align analytical outputs with real-world business use cases and client objectives.
- Improved model signal quality by eliminating redundant variables through statistical factoring, enabling clearer and more reliable decision-making for downstream analytics.

Business Analyst (E-Commerce Fulfillment)   *September 2024 – July 2025*
Unbound Merino, Scarborough ON

- Engineered demand forecasting models by analyzing Shopify sales velocity and SKU-level inventory patterns, directly optimizing stock-to-sales ratios and reducing warehouse holding costs by 18%.
- Led cross-functional collaboration with overseas manufacturers and transportation providers, improving supply chain lead times, logistics coordination, and operational transparency through effective change management protocols.
- Designed inventory management models in Excel, enhancing data accuracy, boosting stock turnover by **20%**, and aligning with broader standard operating procedures and performance measurement frameworks.
- Built out data products and dashboards to support product analytics and data interpretation, reducing return cycle time by 25% and improving customer satisfaction metrics through faster resolution and clearer fulfillment visibility.
- Resolved complex customer transaction issues by optimizing Shopify analytics and payment workflows, reducing refund processing time by **40%** and improving transaction accuracy by **25%**.

Analyst - Researcher and Innovation   *June 2023 – June 2024*
George Brown College, Toronto ON
- Facilitated sessions for business requirement and needs analysis to define project scope and address gaps in data-driven decision-making, achieving improvements in strategic alignment and enhanced management systems.
- Applied analytics tools including Snowflake, Excel, and Oracle to analyze datasets covering 700+ museums and cultural institutions, identifying and resolving data inconsistencies and improving overall data accuracy by 30%.
- Identified inefficiencies in report generation, applied process mapping techniques and cost-effective process improvement strategies, reducing generation time by **50%** and cutting resource utilization by **65%**.
- Conducted stakeholder interviews and focus groups to enrich marketing personas and gather functional and technical requirements, increasing campaign precision and reducing project timelines.
- Trained stakeholders and documented functionality using Confluence and user guides, supporting continuous quality improvement and smoother knowledge transfer.

Business Analyst Co-op   January 2023 – April 2023
PointClickCare, Mississauga ON
- Supported DBT model development and build out of scalable data products, reducing reporting latency by **40%** and improving data transformation accuracy through strong analytical skills.
- Improved team alignment by optimizing workflows in JIRA and Confluence integrating workforce management tracking, achieving a **25%** productivity increase and a **20%** reduction in errors.
- Elevated feature validation by creating and executing detailed test plans by applying analytical techniques and technical knowledge, improving validation speed and supporting high-quality production releases.
- Managed and resolved stakeholder requests within SLA timelines using Salesforce tracking, improving turnaround time and stakeholder satisfaction.
- Facilitated comprehensive training and knowledge-sharing sessions, enhancing team adaptability and increasing project onboarding efficiency by **20%** while demonstrating a willingness to learn and share emerging industry trends.

Business Data Analyst   *January 2020 – January 2022*
InfoCepts, India
- Streamlined reporting processes by developing dashboards using Tableau and Power BI, improving decision-making while maintaining excellent data quality and supporting SAP integration and center operations analytics.
- Identified bottlenecks in reporting processes and led IT Project Management efforts, achieving a **60%** improvement in reporting performance and operational efficiency gain.
- Collaborated in Agile environments to gather requirements and align analytics outputs with business outcomes, ensuring timely and accurate reporting.
- Mentored new team members by providing training with most up-to-date tools and technologies in advanced analytics domain, achieving a **90%** satisfaction rate and earning the Best Mentor Award through job coaching.
- Adapted to evolving client requirements by implementing analytical problem-solving and statistical modeling techniques while ensuring confidentiality, achieving **98%** data accuracy.

SKILLS

- **Data & Analytics**: SQL, Python, Statistics, Data Modeling, Data Transformation, KPI Design, Data Governance, Data Integration
- **BI & Visualization:** Power BI, Tableau, MicroStrategy, Looker, Data Storytelling, Executive Dashboards
- **Business Analysis & Delivery:** Requirements Elicitation, Functional & Technical Specifications, Process Mapping, Agile / SDLC, UAT, Stakeholder Management, Risk & Change Management
- **Tools & Platforms:** Excel (Advanced), JIRA, Confluence, Snowflake, Google Analytics, Data Warehousing, ETL

Education

Post Graduate Diploma **Project Management,** George Brown College, Toronto ON
Post Graduate Diploma **Business Analysis,** Fanshawe College, London ON
Bachelors in Technology **Computer Science,** SRM Institute of Science and Technology, India