**Tabita Charles**

North York, ON

M2M 4M6

**Cell Phone:** (647)892-4308

**Email:** [tabitacharles011@gmail.com](mailto:tabitacharles011@gmail.com)

**Business Analyst**

**HIGHLIGHT OF QUALIFICATION**

* Excellent data analysis and storytelling
* 1-year experience in HVAC industry and Customer Lending Industry
* 2+ years for experience in Business Analyst and Data Analyst
* Excellent problem-solver with a tracker record of creative thinking
* Strong verbal and written communications
* Advanced user of Microsoft Office suite --- 3+ years **Excel** (Pivot Tables, V-look up), **PowerPoint**, **Outlook**, **SharePoint**
* 2 + years of experience using Customer Relationship Management Software, **Microsoft Dynamics 365 & Salesforce**
* Good programming skills and/or experience in scripting languages (Python)
* Strong interpersonal skills; demonstrated ability to learn quickly
* Proven project management skills with the ability to meet established deadlines

**PROFESSIONAL COURSES**

*York University -.* ***Big Data Analytics Certificate*** *(certificate expected end of January 2021) 2020*

*Experience user of Python, Data Visualization, Hadoop, Jupyter Hub, NoSQL Databases, MySQL, Panadas Libraries, SQL*

***Databases/Dashboard****: Extracted, interpreted, and analyzed data to identify key metrics and transform raw data into meaningful, actionable information.*

***University of Waterloo -Introduction to Python 3 Programming***

**EDUCATION BACKGROUND**

**York University – Bachelor of Arts in Business Economics**

Relevant Courses: Statistics, Managerial Economics, and International Economics

**Centennial College – Advance Diploma in Business Administration**

Relevant Courses/Topics: Marketing, Product Research,

**WORKING EXPERIENCE**

**Invoice Analyst -- Simply Green Home Services 2019.09 – Current**

Handle daily A/P processes, manage contractor/builder program invoice relations; and oversee the timely and accurate processing of invoices.

* 1+ year of learning and experiencing HVAC industry terminology and understanding Simply Green Home services contractors.
* Collaborate with all departments including A/R, Collections, Customer Service/Experience, Dispatch and Contractor & Builder Program to resolve contractor inquires or potential invoice dispute

**Quantity Control Analyst --- Assetlinx Project by Metrolinx 2019.06 – 2019.09**

*Worked as a Core Team member to implement Quality Control methodologies and practice in all areas*

* Create a monthly report for senior management by validating reviews conducted by peers and providing findings.
* Performed a variety of Quality Assurance Operations including developing QC documents, QC audits, QC policies and Standard Operation Procedures
* Created training materials and trained 15 junior staff on Enterprise **ArcGIS** web application and EDRMS database
* Provided weekly/bi-weekly Q&A sessions for junior team members and upper management

**Junior Data Analyst --- Assetlinx Project by Metrolinx 2018.06 - 2019.06**

*Worked closely on a cross-functional team, providing support to EDRMS database and assist in recommending the best business practice for ArcGIS web application*

* Work with various business units’ teams developing business and systems requirements, user interface design, and systems design and interface specifications for Electronic Document and Records Management System (EDRMS)
* Operate and maintain the Enterprise Asset Management database to reduce the duplications, clean up inaccurate data and perform quality control processes
* Improve access to data while supporting the strengthening of data governance to ensure that data is properly managed, including data security and data integrity

**Junior Business Analyst Intern --- General Electric, Grid Solutions (Fortune 500) 2016.8 - 2017.09**

*Multi-faceted role including preparing monthly charts and slides to the executive team on the current state of the business, reviewing monthly forecast with North America executive sales team.*

* Understood how and why clients and customers interact with GE various channels. Continuously worked with team members to improve opportunities
* Collaborated with GE senior sales team to perform product & service evaluations recommending ways to improve features
* Assist with multiple datasets and wide varieties of data to provide regular reporting to stakeholders based on the company requirements provided, created new reports and presentations as needed using Salesforce and Microsoft Excel
* Organized customer and prospect data in Salesforce Customer Relationship Management (**CRM**) to support marketing/sales efforts
* Developed reports, dashboards, processes to continuously monitor data quality and integrity
* Created training materials and quick tip guides on Salesforce for senior management
* Sample projects include:
* **GA NAM (Grid Automation North America) Top 50 Key Account Analysis Report:** contract agreements status, product approval status, quality issues & competitor analysis review
* **GA NAM Project Reference List:** Collaborated with various business departments to collect over 300 services references from customers

**Communication & Administrative Assistant --- Oakdale Golf & Country Club 2015.02 - 2016.02**

*Creating content for social media accounts and managing the accounts to increase awareness*

* Assisted in the creation of email marketing campaigns and newsletters through platforms such as MailChimp
* Assisting with rebuilding company website design and manage all social media
* Provided general administrative and organizational support; such as faxing documents to clients, filing, responding to emails, answering direct calls and distributed messages to club manager when necessary
* Manage the creation of new service packages which increased Oakdale’s gym and spa facility sales by 30%