AASHUTOSH SONI

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Portfolio: https://omsoni051.wixsite.com/portfolio-asoni/projects | GitHub: http://github.com/aashusoni22
Sault Ste. Marie, ON (Willing to relocate)

PROFILE

- Experienced Data & Computer Science professional with 3+ years of experience as a Data Clerk – Customer Service with a demonstrable ability to provide actionable insights through analyzing data.
- Over 5+ years of hands-on experience working with MS Excel, Google Suite, SQL and Tableau with a strong proficiency in data modeling, operational and statistical analysis.
- Demonstrated superior analytical skills as a result of engagements in sourcing, interpreting, cleaning, and analyzing data to deliver reports.
- Excellent presentation and communication skills with the ability to circulate information in a way that is clear, efficient, and beneficial for end users.
- Exceptional verbal and written communication skills and strong ability to adapt to evolving needs and pressing deadlines.

TECHNICAL SKILLS

- PL/SQL
- Microsoft SQL server
- MS Excel
- Google Suite
- Tableau
- Power BI

- Ad hoc reporting (using SQL, spreadsheet)
- Data Validation (using SQL, spreadsheet)
- Data Collection
- Python - Pandas, NumPy, Seaborn, Matplotlib
- R - Statistical Analysis

CERTIFICATIONS

Google Data Analytics Professional Certificate   **July 2022 – Sept 2022**

- Skills Learned:
    - Data Collection & Exploration
    - Data Extraction & Analysis using SQL
    - Data Cleaning using Excel & SQL
    - Data Visualization using Tableau & R
    - Presentations (PowerPoint)
    - Big Data
    - Google Big Query
    - R Studio

Selenium Webdriver with PYTHON from Scratch + Frameworks   **April 2022 – May 2022**

- Skills Learned:
    - Selenium WebDriver
    - Python
    - Postman (API requests)
    - Manual & Automation Testing
    - Data driven automation framework
    - Work with Dynamic data
    - Team Collaboration
    - Problem Solving

PROFESSIONAL EXPERIENCE

INTUIT | Canada   **Dec 2022 – April 2023**
Technical Support Specialist

- Provided technical support to customers via phone, email, and chat, effectively troubleshooting software-related issues. Utilize log analysis and user interactions to identify and address potential data-related problems.
- Provided data-related assistance to customers, offering insights into data utilization, data entry best practices, and data-driven decision-making.
- Validated data accuracy within the software platform, conducting data validation checks and addressing data entry errors or inconsistencies.
- Created data visualizations using Excel to represent KPI trends and patterns to track and improve customer experience.
- Identified opportunities to enhance data quality, data management, and software performance, collaborating with development teams for implementation.

McDougall Energy Inc. | Canada   **Aug 2019 – Sept 2022**
Data Clerk – Customer Service

- Extract, transform, and load (ETL) retail oil & sales data into the company's database and Excel sheets to deliver data analysis.
- Extract financial statements for daily lottery sales and load them into the database.
- Performed cleansing, pre-processing, and validation on the data to improve data quality by ensuring and identifying any missing or suspicious transactions.
- Monitored daily sales performance to identify opportunities for improvements.
- Delivered excellent customer service by outlying customers' needs and issues which resulted in a consistent 10% increase in customer experience KPI & uplifted Business/Sales Performance.

PERSONAL PROJECTS

Amex Personal Finance Analysis - **Excel, SQL, Tableau** (GitHub)

- Objective: Leverage data to understand spending patterns from personal credit statement to find out ways to achieve a personal goal of living a healthy lifestyle by consciously spending the money on right items.
- Performed Data Cleaning in Excel to check for nulls, data types and created a new column to categorize transaction based on Purchase, Payment, Cash back, and Interest using IF NESTED function.
- Executed Data Analysis using SQL in Microsoft SQL server to find monthly spending patterns, percentage change and total usage of credit card.
- Created clean and readable data visualization using Tableau to develop dashboard with the help of filters, charts, KPIs and indicators to get a better idea of spending patterns in order to take data driven decisions and actions.
- This project led to life-changing insights, including the following: The majority of money is spent on fast food rather than healthy homemade meals, and the majority of the items are purchased online rather than in-store. A late payment fee of nearly $40 was also assessed. As a result of these insights, I decided to purchase healthy groceries in-store, which should result in healthy homemade meals and also require me to take a small walk. By doing my payments on time, I can save an additional $40.

Stock Return & Risk Management Analysis – Google Sheets (GitHub)

- Objective: To analyze historical stock data to draw insights on stock returns and the risk associated with it.
- Performed Data cleaning - removed duplicates and blanks to ensure data integrity.
- Used Functions and Formulas (Standard deviation - STDEV, AVERAGE, VAR) to measure Stock Performance.
- SHARPE & SORTINO ratio to calculate risk factors overall and downside to make the data-driven decision for investment.
- Performed Data visualization using google sheets creating charts to better understand the trends and patterns.

Bike Sales Analysis – Excel (GitHub)

- Performed Data Cleaning, Analysis and Data visualization to draw insights on "Which age group buys more bikes (Adolescent, Middle age, Old)?" "Which Gender has more income and does that lead to purchasing a bike?"

EDUCATION

Algoma University | Canada   **Jan 2019 – April 2021**
Bachelor of Science in Computer Science

- Core Courses:
    - Database Programming - RDBMS, SQL
    - Computer Applications (Excel, Macros)
    - Linear Algebra, Discrete Math, Statistics
    - Interaction design SDLC lifecycle
    - Data Structures Java
    - Statistics