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Data Analytics | Business Intelligence | Business Operations

EDUCATION

SAIT | Data Analytics Post-Graduate Diploma

May 2025 | Calgary, AB

Cape Breton University | Bachelor of Business Information Technology (BTech)

May 2011 | Sydney, NS

CERTIFICATES

- Data Literacy - Exploring and Describing Data
- MS SQL Server 2022 Essential Training
- MS SQL Server - Master Basic Query Techniques
- Intermediate SQL for Data Scientists
- Data Analysis with Python
- Agile Principles and Mindset
- Data Wrangling in R
- Data Visualization in R with ggplot2
- Power BI Data Modeling with DAX
- Tableau - Essential Training
- Data Analytics Dashboards vs. Data Stories

PROJECTS

- Agriculture Crops Yield: *Data Extraction | R | Predictive Analysis | Data Visualization (ggplot2)*
- Global Electronic Retailer: *Business Analysis | SQL | Data Cleaning | Data Visualization*
- Student Mental Health: *Data Extraction | Data Cleaning | Data Transformation | Data Visualization (Power BI)*

SKILLS

- Data Analysis with Excel, R, and Python
- Database Management using SQL
- Data ETL using Power Query
- Data Modeling
- Created my Portfolio Site with HTML and CSS
- Data Visualization with Power BI and Tableau
- Effective Communication and Presentation
- Predictive analysis

WORK HISTORY

Peace Hills Utilities Inc. | Data Analyst (Contract)

Wetaskiwin, AB (Remote) | Jul 2024 - Current

- Perform ETL on system generated reports to ensure data standardization and usability using power query.
- Develop monthly managers' report highlighting past-due bill collections and support decision making to reduce delinquencies.
- Analyze past-due utility accounts to identify customer categories, amounts owed, and collection success, facilitating targeted enforcement actions.
- Design and update a visual chart of past-due accounts to effectively communicate collection efforts to non-technical stakeholders.
- Review and optimize the customer billing process to eliminate inefficiencies, reducing processing times from five days to near-instantaneous, preventing utility shutdowns.
- Develop comprehensive reports and visualizations to clearly demonstrate the value of proposed internal changes, supporting business case presentations.

Robert Half, Technology Division | Account Executive

Calgary, AB | Jan 2022 – Aug 2023

- Negotiated and cultivated business relationships with new and existing clients.
- Led meetings with technology department decision-makers to identify and address business needs.
- Managed a portfolio of over 70 small and mid-sized business accounts.
- Leveraged Salesforce CRM to optimize client management and service delivery.
- Achieved top 20% ranking within tenure group, with an average monthly revenue of \$29,000.

Gilfor Distribution | Key Account Manager / Operations Associate

Calgary, AB | Jan 2019 – Mar 2020

- Served as the primary liaison for all client-specific matters across assigned accounts.
- Supplier relationship management for 37 accounts across Western Canada.
- Managed and resolved accounts payable and receivable issues with precision.
- Processed and administered purchase orders (POs).
- Conducted comprehensive year-end inventory analyses.
- Negotiated pricing, product inventory, and payment terms with clients and suppliers.
- Coordinated and ensured the timely preparation and shipment of orders to clients.

Enterprise Holding | Assistant Branch Manager

Calgary, AB | Sep 2015 – Dec 2018

- Completed the management trainee program, demonstrating strong leadership and adaptability.
- Applied advanced problem-solving and conflict management skills to resolve customer issues effectively.
- Contributed to a 30% increase in fleet size through strategic planning and execution.
- Played a key role in improving the branch's service quality index from 71% to 83%.
- Volunteered to assist branches in Fort McMurray during the wildfire crisis, showcasing dedication and teamwork.
- Actively participated in marketing and corporate blitz events to drive brand awareness and engagement.

Master Merchant Systems | POS System Specialist

Halifax, NS | Jul 2013 – Jun 2015

- Implemented a client's system, successfully delivering ahead of schedule by one week.
- Maintained strong business relationships with clients, ensuring long-term collaboration.
- Developed and revised standard operating procedures to enhance operational efficiency and accuracy making it easier to navigate to common system issues and resolving them while developers work on a system patch.
- Diagnosed and resolved POS system technical issues promptly, minimizing client's downtime.
- Utilized CRM systems to accurately document and manage client interactions.
- Delivered comprehensive training to both technical and non-technical users, optimizing their use of software features.

Stream Global Services | Senior Technical Support and Retention Specialist

Sydney, NS | May 2011 – Jun 2013

- Resolved complex billing issues, ensuring timely and accurate customer account management.
- Surpassed the required customer retention rate, achieving an exceptional 75% retention against a target of 60%.
- Ensured high-quality service by expertly troubleshooting and resolving equipment malfunctions.
- Provided remote desktop support, addressing technical issues promptly and efficiently.
- Consistently exceeded monthly sales targets, achieving an average of \$950+ in sales against an \$800 target.
- Generated and managed service tickets for hardware replacement, streamlining the resolution process.

HOBBIES / ACTIVITIES

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|-------------------------------------|-------------------------|
| • Automotive Mechanic and Body work | • Swimming |
| • Woodworking | • Video Editing |
| • Metal Fabrication | • IOT / Home Automation |