ALLAN GALLI FRANCIS

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EDUCATION

Master of Management in Artificial Intelligence (MMAI)   *May 2024 to Apr 2025*
Schulich School of Business, York University   *Distinction with 3.9 GPA | 2x Hackathon Winner*
Bachelor of Science in Health Studies | Minor in Health Informatics   *Sep 2018 to Apr 2023*
School of Public Health, University of Waterloo   *Co-op Student of the Year Nominee | Dean's Honour List*

SKILLS

· Business Systems Analyst proficient at software configuration, requirements gathering and process mapping.

· Professional focus on business analysis and strategy in eCommerce, healthcare, financial systems and AI/ML.

· **Software & Tools:** SQL, PySpark, Databricks, Power BI, Tableau, Excel, VBA, Python, Azure DevOps, JIRA, TM1 Cognos, Visio, Lucidchart, EPIC Health Information System (Cogito, Clin Doc), Git, Oracle HCM, Salesforce

EXPERIENCE

Business Analytics Consultant, HS Advisory Inc.   *Sep 2025 to Present*
· Extracted and modeled 4.8M customer records to identify behavioral patterns via ML models and deliver insights via Power BI dashboards. Analysis informed £267M portfolio strategy and uncovered opportunities to double profits.

· Built ML powered customer segmentation pipeline for luxury jewelry retailer analyzing 9,000 client records across 6 behavioral dimensions using PySpark and Databricks. Outputs enabled personalized outreach for top-tier clients.

Senior Business Analyst, Trillium Health Partners   *Jan 2024 to Jun 2025*
· Drove end-to-end solution analysis and pilot launch of the [HealthPod](#) across 3 hospitals. This digital transformation initiative aimed to connect the 50% of Ontarians facing ER backlogs to virtual care via "doctor-in-a-box" kiosks.

· Spearheaded use case analysis, business process mapping and regulatory compliance with a 15-person cross-functional team to reroute 60% of non-urgent specialist visits and improve patient outcomes.

· Led requirements and design for [eREMS](#), Canada's first clinical research software. Managed process improvement across a 6-month timeline with 25+ SMEs to define 30+ workflows and eliminate silos across 3 departments.

· Executed evaluation and data migration strategy, conducting UAT sessions and 950+ functional tests with a 98% pass rate. Migrated 200k+ legacy records using Azure DevOps and JIRA to ensure seamless platform integration.

ML Systems Analyst, Financial Data & Trust, RBC Borealis   *Sep 2023 – Dec 2023*
· Led solution scoping and technical design for [HotSwapPII](#), an evaluation platform benchmarking 6+ NLP models on 1,300 financial documents including payments, credit transaction logs and SWIFT data for PII detection/compliance.

· Defined strategic KPI framework and solution roadmap with a 5-person team, reducing Data & Trust division's model evaluation cycles from 2-week sprints to 3-day cycles for financial transaction analysis.

Business Systems Analyst, I&T Finance, Royal Bank of Canada   *Jan 2023 to Aug 2023*
· Automated 6 financial reporting dashboards using SQL, VBA, and TM1 Cognos, reducing BI reporting cycles by 80%. Optimized ETL processes to improve data flow efficiency between systems and business users.

· Built process improvement tracking system by conducting stakeholder interviews across 90-person department. Achieved 75% adoption rate through change management and executive buy-in from 6 senior leaders.

Lead Health Systems Analyst, Trillium Health Partners   *Jan 2021 to Dec 2021*
· Led 5-person cross-functional team to gather requirements and develop a training enrollment system for 10,000+ healthcare staff. Achieved 90%+ completion rate, driving successful EPIC software adoption across 3 hospitals.

· Deployed automated data consolidation process using Excel VBA and SQL, standardizing data elements across systems. Reduced LMS registration lead time by 75%, saving 2,000+ FTE hours and improving data quality metrics.

· Authored technical specifications bridging clinical workflows with Epic software reporting requirements and HL7/FHIR data standards. Partnered with 10+ clinical SMEs to define data integration standard for analytics rollout.

INTERESTS

Passionate about AI/ML technologies, Formula 1, hiking, badminton, and generative AI [side projects](#).