ANAM VAKIL

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PROFILE

A data-driven professional with an M.S. in IT and experience across multiple industries, currently strengthening technical expertise through the Business Intelligence and System Infrastructure (BISI) graduate certificate at Algonquin College (CGPA: 3.8/4.0). Previously selected for the Salesforce and Deloitte partnership initiative of Women-in-Tech Talent Cohort, gaining exposure to industry-led learning and professional development. Actively involved in community and technology initiatives through volunteering with the Algonquin College Tech Club and organizations such as JCI Ottawa.

SKILLS

- Cloud Platforms: Amazon Web Services (AWS)
- Analytical Tools: Tableau, Power BI, MS Excel
- Business Data Warehousing: MySQL, PostgreSQL, AWS RDS
- Programming Languages: Python, SQL, Linux/Unix Shell Scripting
- Data Science Tools: Jupyter Notebooks, AWS Sagemaker
- Soft Skills: Attention to detail, Analytical Thinking, Communication, Time Management, and Teamwork

EDUCATION

Business Intelligence System Infrastructure Graduate Certificate　　　　Sep 2025 – Present
Algonquin College, Ottawa

Master of Science in Information Technology　　　　Jun 2016 – May 2018
Mumbai University, India

ACADEMIC PROJECTS

Customer Churn Prediction | Python Programming　　　　Sep 2025 – Dec 2025
- Developed an end-to-end machine learning pipeline to predict customer churn using supervised learning techniques.
- Conducted data preprocessing, exploratory data analysis (EDA), and feature engineering to prepare data for modeling.
- Trained and evaluated multiple models, selecting Logistic Regression as the final model based on cross-validation performance and stability.
- Analyzed churn drivers and model outputs to generate insights related to customer behavior and retention risk.
- Presented results through visual analysis to support business-oriented interpretation of churn probability.

National Address Register (GA5) | SQL　　　　Sep 2025 – Dec 2025
- Designed and implemented a staging and normalized schema (3NF) to process 26 CSV files totaling 16 million records, ensuring data integrity and consistency.
- Developed T-SQL ingestion scripts to automate data loading from raw CSVs into the SQL Server environment, reducing manual processing time.
- Enforced referential integrity and key constraints, enabling reliable downstream analysis and reporting.
- Created a MERMAID ERD to visualize data relationships and support schema validation.
- Documented the entire ETL workflow for reproducibility and future scalability.
- Leveraged SQL best practices to optimize performance for large-scale data processing tasks.

Ontario Road Network | Power BI　　　　Sep 2025 – Dec 2025
- Designed and developed an interactive Power BI dashboard to analyze Ontario collision risk patterns using public transportation data.
- Transformed raw datasets by cleaning data, removing low-value fields, and creating structured metrics for analysis.

- Created custom DAX measures to derive regional groupings and classify collision risk levels.
- Built visuals and filters to support analysis of collision risk across regions to share clearer safety insights.

PROFESSIONAL DEVELOPMENT

Hackathon Organizer – Women in Tech (Upcoming at Invest Ottawa)   Dec 2025 – Mar 2026
ADA Sisterhood Club, Algonquin College, Ottawa
- Core member of the club and involved in planning and coordination of a Women-in-Tech Hackathon at Invest Ottawa scheduled for March 2025 (Women's History Month).
- Managing sponsor outreach, industry partnerships and collaboration with student and external stakeholders.
- Supporting event design focused on empowerment of women, inclusion, technical learning, and community engagement.

Web and Data System Developer Volunteer   Sep 2025 – Oct 2025
Junior Chamber International (JCI), Ottawa
- Collaborated with Algonquin's Women-in-Tech (ADA Sisterhood) to develop a community event website for JCI's Semaine du Congo Week.
- Implemented backend functionality using PHP and MySQL to support dynamic event content.
- Coordinated with frontend designers and stakeholders; deployed the solution on Hostinger for a live production environment.

PROFESSIONAL EXPERIENCE

Customer Service Consultant   Jun 2021 – Sep 2022
Teleperformance, Toronto
- Delivered high-quality support to Klarna customers and achieved a 98% customer satisfaction rating while showcasing time management, stress management and attention to detail skills.
- Leveraged the SF CRM tool to ensure customers receive prompt solutions during initial interactions. Attention to detail played an important role in
- Identified and fixed the root cause: customers were getting penalized without knowing it. Secured management approval for custom solutions to reverse the charges.
- Handled 1.5x inquiries during peak times without any decrease in customer satisfaction scores.

Data Analyst   Nov 2018 – Dec 2020
Sadaf Associates, Mumbai, India
- Analyzed trends and boosted data integrity by identifying inefficiencies.
- Simplified data and developed visualizations in Tableau to enhance data-driven decision-making for executives and clients.
- Optimized SQL data table performance to support scalability and accelerate processing.

MEMBERSHIPS

- Junior Chamber International | JCI Ottawa
- The Ada Sisterhood Women-In-Tech Club | Algonquin College