

Aman Kumar

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SUMMARY

Data Analyst with hands-on experience in SQL based reporting, KPI tracking, dashboard development, and ad-hoc analysis. Proven ability to generate weekly, monthly, and YTD metrics, investigate data discrepancies, and deliver accurate, management-ready insights. Strong communicator with experience supporting customer support and operational teams, improving reporting accuracy, and leveraging AI-assisted analytics to streamline workflows.

EDUCATION

Lambton College, Ottawa, Canada
Post Graduate Diploma in Business Analytics

Ambedkar Institute of Technology (GGSIPU), New Delhi, India
Bachelor of Computer Application

SKILLS

Data & Reporting: SQL (Microsoft SQL, Oracle SQL), Data Modeling, KPI Development, Metrics Reporting, Ad-Hoc Analysis

Analytics & Visualization: Power BI, Tableau, Advanced Excel (PivotTables, Power Query, Dashboards), Plotly

Programming & Tools: Python (Reporting Automation, NLP), Git, Streamlit

Data Quality & Operations: Data Validation, Discrepancy Analysis, Process Documentation, Workflow Improvement

Business & Communication: Stakeholder Collaboration, Executive Reporting, Process Optimization, Attention to Detail

PROFESSIONAL EXPERIENCE

Business Analyst - Insight Weavers

Lambton College, Sep 2025 – December 2025

- Generated weekly and ad-hoc performance reports, ensuring data accuracy and timely delivery for stakeholders.
- Transformed raw operational inputs into structured, analyzable datasets supporting decision-making.
- Conducted trend analysis and deep-dive investigations to explain performance changes and anomalies.
- Delivered insight summaries that reduced stakeholder review time by 25%.
- Collaborated cross-functionally to align reporting with operational and customer experience goals.

Customer Support Executive - Tech Mahindra (CRED Financial Client)

October 2023 - April 2024

- Analyzed high-volume customer case data to identify root causes, trends, and recurring issues.
- Investigated transaction discrepancies and escalated data accuracy issues to relevant teams.
- Documented procedures and recurring defects, improving process consistency and onboarding quality.
- Communicated technical processes clearly to non-technical users, supporting a customer-first experience.
- Supported operational reporting by tracking issue frequency, resolution patterns, and quality metrics.

Operations & Cash Counter Associate - Bytown Joe's

September 2024 - December 2024

- Maintained daily transaction and reconciliation metrics with high accuracy.
- Identified operational gaps and communicated insights for process improvement.
- Demonstrated strong attention to detail and reliability in a fast-paced, metrics-driven environment.

Team Lead - SETu Smart Card Capstone Project

Lambton College, May 2025 – August 2025

- Built Excel-based financial and performance tracking models for a simulated \$25K project.
- Designed dashboards that improved reporting clarity and management visibility by ~30%.
- Investigated data inconsistencies and improved documentation and reporting governance.
- Presented insights clearly to non-technical stakeholders.

Social Media Manager (Volunteer) - Student Association Council, Lambton College

May 2025 - December 2025

- Analyzed engagement metrics to guide communication and outreach strategies.
- Improved follower engagement by ~60% through data-driven targeting.
- Delivered concise performance summaries to leadership.

Volunteer - TiECon Canada, 2024

November 2024

- Supported logistics and operations for 300+ participants.
- Assisted with attendance tracking and post-event feedback analysis.

PROJECTS

HR Analytics Reporting System - [Project Link](#)

Power BI, SQL

- Built dashboards for 300+ employees, covering attrition, productivity, salary variance, and diversity.
- Queried SQL datasets to validate data quality and reporting accuracy.
- Automated recurring HR reports, reducing manual preparation time by 40%.

PaperSleuth - OCR & AI Document Summarization App - [GitHub](#) | [Live App link](#)

Python, Streamlit, PyTesseract, Gemma, NLP

- Developed OCR and NLP pipelines to extract and summarize unstructured documents.
- Improved text extraction accuracy by 30% and reduced manual review effort.
- Demonstrated practical AI utilization in daily analytical workflows.

PDF Risk & Insight Extraction - [GitHub](#)

LangChain, NLP, Python, RAG

- Built an NLP pipeline to flag risks and inconsistencies, reducing document review effort by 55%.
- Structured unorganized text into analyzable datasets for reporting and insights.

Apple Innovation Decline Analysis - Academic Project

Sentiment Analysis, Plotly, Power BI, Google Trends

- Analyzed 20K+ customer comments and multi-source datasets to identify sentiment trends.
- Built executive-ready dashboards summarizing revenue, engagement, and sentiment patterns.

Real-Time Stock Dashboard - [GitHub](#)

Streamlit, PostgreSQL, Apache Kafka, LSTM

- Engineered a streaming pipeline processing 1M+ live records.
- Built dashboards with near real-time metrics and trend visualization.

CERTIFICATIONS

- **Google Data Analytics Professional Certificate**
- **Lean Six Sigma White Belt**