# AYESHA BHANGU

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## DATA ANALYST

**Transform Raw Data into Actionable Insights for Strategic Decision-Making**

Results-driven professional, with software development expertise, transitioning into data analytics field. Specialize in advanced modeling and innovative visualization techniques to generate transformative insights. Utilize comprehensive analysis to identify effective solutions that achieve high level of customer satisfaction. Collaborate cross-functionally, building positive team environment. Experienced in examining large datasets to uncover trends and improve strategic decision-making processes.

**Data Manipulation | Data Visualization | Statistical Analysis | Cleaning & Organizing Raw Data**

**Agile Development | Java | Python | DB2 | SQL | Tableau | Power BI Dashboards | MS Excel**

**Docker | MongoDB | Salesforce | Eclipse | VS Code**

## PROFESSIONAL EXPERIENCE

**IBM**, Markham, ON

**Software Developer**                                                                                                        **2021 - 2023**

Provided client-facing technical support for DB2 database customers, specializing in diagnosing and resolving SQL syntax, performance, and installation issues.

- Built strong customer relationships and enhanced satisfaction by proactively communicating and collaborating with internal cross-functional teams, consistently delivering timely solutions.
- Used SQL and DB2 to investigate 600+ complex customer issues, achieving 95% customer satisfaction rate and reducing escalations.
- Analyzed code to identify and fix bugs, providing insights that enhanced system performance and drove revenue growth.
- Monitored services; triaged and addressed incidents, cutting resolution time 20% and increasing customer satisfaction 15%.
- Created technical training notes and troubleshot onboarding procedures (leveraging strong written and verbal skills), improving efficiency and new hire experience.
- Collaborated with customers via calls and screen-sharing sessions; diagnosed technical issues by reviewing case data, logs, and histories, achieving 90% resolution rate and maintaining documentation at 98% case-closure rate.

## SELF-DIRECTED PROJECTS

**KPI Dashboard** (for local pizzeria)                                                                                        **2024**

- Developed and optimized comprehensive Power BI dashboard to visualize pizza sales data, effectively showcasing key performance indicators (KPI).
- Utilized SQL Server Management Studio to construct and execute SQL queries, extracting and validating data against defined KPI problem statements.
- Implemented data-driven models and meticulously cleaned and transformed SQL Server data for accurate visualization in Power BI, ensuring consistency and reliability of insights.

**COVID-19 Vaccination Records** (independent initiative)                                                                        **2024**

- Designed / developed interactive Tableau dashboard to visually communicate key findings and strategic recommendations.
- Created dynamic bar graphs and maps (Tableau) to analyze and compare global vaccination percentages across countries. Used insights for personal decision-making and to deepen understanding of data visualization and analysis techniques.
- Conducted in-depth analysis of vaccination data, exploring correlations with GDP (Microsoft Excel, Tableau). Developed fact-driven strategies and tactical decisions, based on findings, within scope of project.

## EDUCATION / PROFESSIONAL DEVELOPMENT

**Bachelor of Science (BSc)**, Computer Science, Applied Digital Option, Wilfrid Laurier University, Waterloo, ON

Google Data Analytics, Coursera, Online (expected completion September 2024)