Detailed Project Portfolio Content

# Infosys Canada

## Smart Sort AI Application – Purolator

Role: Senior Business Analyst / BI Consultant

Duration: June 2024 – Present

Domain: Logistics, AI/ML, Predictive Analytics

Tools: Azure Cloud, Python, SQL, Power BI, InfoHub, JIRA, Confluence

Project Summary:  
Purolator aimed to modernize its legacy sorting system using AI/ML to optimize delivery routing, reduce human intervention, and improve SLA compliance.

Key Responsibilities:

* • Led requirement workshops to define sort plan management and predictive routing logic.
* • Created Address Triaging specs to correct delivery addresses, improving success rates by ~18%.
* • Defined FSA/terminal mapping logic and collaborated with Azure Data Engineers.
* • Designed Power BI dashboards showing predictive accuracy, SLA impact, and trends.
* • Authored 15+ BRDs and FRS; led sprint planning and defect triage.

Impact:

* • Reduced manual routing effort by 30%.
* • Improved on-time delivery SLA by 12% in 3 months.
* • Delivered executive dashboards used in QBRs.

## Digital Identity & CIAM – Canada Post

Role: Senior Business Analyst / Digital Governance Consultant

Duration: Sep 2022 – May 2024

Domain: Digital Identity, AML, CIAM, Compliance

Tools: CIAM Platform, Power BI, JIRA, Visio, Confluence, Azure

Project Summary:  
The CIAM transformation centralized customer identity access and ensured compliance with PIPEDA, OSFI B-13, and AML regulations.

Key Responsibilities:

* • Defined identity data architecture, metadata standards, and access controls.
* • Mapped legacy customer profiles and collaborated with compliance teams.
* • Designed dashboards and authored the digital governance framework.

Impact:

* • 98% data migration accuracy across 4M+ records.
* • Reduced manual KYC validation by 40%.
* • Enabled real-time audit readiness and SLA dashboards.

# EQ Bank

## Online Banking Modernization

Role: Senior Business Analyst

Duration: July 2021 – Aug 2022

Domain: Banking, Mortgage, Credit Protection, AML

Tools: WorkFusion, SQL, Python, SharePoint, Power BI, HP ALM

Project Summary:  
Digitized mortgage and credit workflows while improving AML compliance.

Key Responsibilities:

* • Documented workflows using WorkFusion for mortgage onboarding.
* • Created logic for credit protection and consent tracking.
* • Built dashboards for risk scoring, fraud alerts, and funnel leakage.
* • Led UAT scenarios and authored 20+ process flows.

Impact:

* • 25% reduction in onboarding time.
* • Risk traceability matrices adopted by compliance leads.
* • Enabled digital KYC for 90% of new customers.

# Genpact (Walgreens)

## O2C Optimization & Claims

Role: Business Analyst / QA Analyst

Duration: March 2015 – Aug 2019

Domain: Healthcare, Insurance, Order-to-Cash (O2C), Claims

Tools: Guidewire, Oracle, SQL, MS Project, Mercury QC

Project Summary:  
Supported claim processing and O2C optimization for Walgreens’ pharmacy systems.

Key Responsibilities:

* • Designed KPIs for claim denial, refill cycles, and delays.
* • Integrated Guidewire with billing and provider systems.
* • Authored 30+ QA test cases and claims workflows.
* • Led training and facilitated UAT with clinical teams.

Impact:

* • Increased claim approvals by 20%.
* • Reduced billing errors by 40%.
* • Improved accuracy of compliance tracking reports.