

Christine Bilinski

Haldimand–Norfolk, ON

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Professional Summary

Highly motivated and detail-oriented professional transitioning into Data Analytics after successfully completing the University of Toronto Data Analytics Bootcamp. I combine a newly acquired foundation in data analysis, reporting, and technical tools with proven professional experience in data management, process improvement, and complex problem-solving. Adept at translating data into actionable insights and committed to leveraging technical skills to drive organizational efficiency and strategy. Seeking a challenging first role as a Data Analyst.

Core Competencies

- **Data Analysis & Reporting:** Data exploration, cleaning, visualization, and generating reports to track performance and inform decisions.
- **Technical Proficiency:** Python (Pandas, NumPy), SQL, Excel/Spreadsheet Modeling, Jupyter Notebooks, Google Colab.
- **Problem Solving & Troubleshooting:** Proven ability to diagnose and resolve complex issues in technical and service environments.
- **Process Optimization:** Identifying inefficiencies and implementing data-driven workflow improvements.
- **Communication & Collaboration:** Translating complex technical topics for non-technical stakeholders and effective remote teamwork.

Education

Data Analytics Bootcamp (Completed 2025) — University of Toronto, ON

- Intensive program focused on practical data manipulation, analysis, and visualization techniques.

Certificate in Office Administration — Fanshawe College, London, ON

- **Programming & Tools:** Excel, Jupyter Notebooks, Google Colab, CC Pro
- **Data Analysis Libraries:** Pandas, NumPy
- **Visualization:** Matplotlib, Seaborn (Inferred from Bootcamp context)
- **Database:** SQL (Inferred from standard Data Analytics curriculum)
- **Workplace Systems:** Cloud-based Teamwork Systems

Professional Experience

Live Services Agent — ServiceTitan | Remote | May 2025 – Present

- Provided high-level customer support by accurately managing schedules and clearly communicating service details.
- Maintained high efficiency, consistently meeting performance metrics and providing data for internal reporting on service volume and client interactions.
- Resolved complex scheduling and service issues, implementing workflow feedback to management for process improvement.

Office Assistant / Receptionist — Haldimand–Norfolk REACH | Townsend, ON | Mar 2022 – Aug 2024

- **Generated quarterly reports** and tracked longitudinal service data for organizational performance and stringent funding requirements.
- Streamlined and improved data entry and reporting processes using advanced features in **Excel** and other computer tools, increasing efficiency.
- Managed client scheduling and processed sensitive forms, ensuring the accuracy and security of confidential client data.

Payroll Clerk — Disbrowe Chevrolet Buick GMC Cadillac Ltd | St. Thomas, ON | 2007 – 2009

- Accurately managed complex payroll for hourly, salary, and commission employees, ensuring data integrity across various compensation models.
- Handled government tax paperwork, including remittances and year-end T4s, demonstrating attention to financial data and compliance.

Office Support — Scotiabank | Fort McMurray, AB | 2006 – 2007

- Reconciled daily ATM records and maintained accurate bank financial reports, supporting crucial financial data streams.
- Assisted with high-volume customer service in a fast-paced office environment, prioritizing accurate transaction recording.

Key Strengths

- **Learning Agility:** Rapidly acquire new technical skills (e.g., Data Analytics Bootcamp proficiency) and technology; actively seek feedback for continuous improvement.
- **Attention to Detail:** Proven history of accuracy in managing complex schedules, reports, and financial data (payroll, bank reconciliation).
- **Composure:** Maintain a calm and professional demeanor in busy situations, prioritizing customer/client experience and issue resolution.