

Frank Fan, MBA

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MBA, Major in Business Analytics, Dedicated and result-oriented Analyst with experience in **business/market analysis**, **data Integrity validation** and **reporting**. Apart from possessing exceptional **analytical** and **problem solving** skills, Frank is a great team player with strong communication and presentation skills.

Experience & Projects

Contracted Analyst - EDPYPF SERVICES INC. (markham, ON)

Feb 2017 - Sep 2017

✓ Agile methodology	✓ MicroSoft Office Visio and PPT
✓ Process Workflow & Quality Assurance	✓ TS – SQL
✓ Business Requirement Documentation	✓ Database : Microsoft SQL Server, MS Access
✓ Dashboard and Report Design	✓ Reporting Tool : Advanced Excel , Tableau

- Analyzed industry trends and customer data in SQL database and validated the data integrity gaps.
- Prepared ad hoc and ongoing Tableau reports for clients, demonstrated POC with self-service BI tool
- Simplified the business process by introducing technical solution to reduce duplicated work
- Monthly Financial income statement report automation process design and development
- Data Quality analysis, summarized the method to resolve duplication issue in data warehouse

Projects:

- Customer Sales Database – Ad hoc Data Analysis
- Expense Analysis – Tableau Dashboard
- Ugo usage analysis – Text Mining project
- BRD – TD bank branch performance
- Income Statement Report

Data Analyst - Ontario Brain Injury Association (St Catharines, ON)

Sep 2016 - Jan 2017

✓ Software Development Life Cycle (SDLC)	✓ VBA, SQL
✓ Data Modeling	✓ Database : MS Access
✓ Access & Excel Reporting Automation	✓ Reporting Tool : Advanced Excel

- Gathered requirements from clients from operations, marketing, and finance teams.
- Designed entity relationship diagram (ERD) with strong understanding of operations data.
- Created Access forms to provide search capability based on user-defined criteria in a drop-down box with SQL and VBA.
- Communicated with clients efficiently and delivered effective presentations.

Business Analyst - Fallsvie Casino Resort (Niagara Falls, ON)

May 2016 - Aug 2016

✓ Text Data Mining	✓ SAS Enterprise Miner
✓ Data Cleansing	✓ Tableau

- Collected customer comments from Twitter and TripAdvisor using 3rd party API.
- Cleansed text data; validated data issues such as format inconsistency, missing, duplicated and fraud data.
- Extracted, transformed, and loaded CSV files into SAS Enterprise Miner. Developed statistical model to analyze topics using topic clustering.
- Presented to management team 5 critical external and internal topics that need to be improved, and 5 topics that are good to keep.

Marketing Analyst - Zibo Ruijing Estate (China)

Jun 2011 - Jul 2013

✓ Business Analytics	✓ Remedy – Incident & Change Management System
✓ Business Process Support	✓ Excel

- Led strategic marketing and sales strategies to identify new growth opportunities and prospects through market research and market segmentation.
- Analyzed client data, real estate data, and financial information to better target prospective clients and increase profits.
- Prepared investment summaries to prepare for property marketing.
- Prepared financial reports and delivered effective presentation to management team

Education

MBA, Business Analytics
Bachelor of Arts

Brock University
Chengdu University of Technology

Sep 2015 – Jan 2017
Sep 2008 – Jun 2012

REFERENCE AVAILABLE UPON REQUEST