

# Dandy (Hongdan) Shi

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## QUALIFICATIONS AND SKILLS

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- Demonstrated ability to recognize and administer customers' requirements and ability to find and procedure company data to hold up business decisions
- Detail-oriented to collect all necessary data without missing critical components, and to conduct work in a timely and organized manner
- Working experience with Excel and Access to create, maintain and execute VBA code (including functions, VLOOKUP, Pivot Tables and Charts in Excel and creating forms in Access) to process data
- Good experience working with large dataset in order to demonstrate proficiency with SQL queries, including where clause for condition and filtering, joining tables, and aggregate functions
- Working knowledge with data analysis tools using SQL in multiple database systems, such as Access, SQL Server, through ADO in Excel and Access VBA
- Hands-on experience in Microsoft Power BI for Data Modeling, Query Design, DAX for measures, Visualization in reports, and optimization of reporting performance
- In-depth understanding of Power BI Service for sharing reports and dashboards on cloud, building connections to on-premise Data Gateway, and on-premise Power BI Report Server
- Good Knowledge and understanding of Python by using Python modules to connect in different systems such as SQL Server and Excel, and Python Scripts to connect with Power BI
- Work well under pressure as part of a team
- Willing to acquire new skills, develop new techniques/protocols, and work independently
- Good analytical and systems thinking skills
- Good written and verbal communication skills in English and Mandarin

## WORK EXPERIENCE

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DataTech Consulting Services Inc, North York, ON

October 2021– Present

### Data Analyst

Collaborated with cross functional teams, translated business objectives into detailed technical requirements and designed data solution by understanding clients' needs through effective communication.

### Project: Using SQL Server for DBA support and BI develop

- Installed and configured SQL Server 2016 for both product and DR environment, created maintenance plans and schedule jobs accordingly in different environments, and used TDE to mask sensitive data
- Monitored server/database activities using activity monitor, profiler, Dynamic Management Views and provided 24x7 troubleshooting and support
- Created and maintained SQL Server database objects such as tables, stored procedures, views, user defined functions, cursors and indexes using T-SQL on SQL Server Management studio (SSMS)
- Designed SSIS packages dealing with different data sources (flat files, excel, access and SQL server) and loaded the data into target data destinations
- Developed snow-flake schema modeling and normalized tables for OLTP database and developed multidimensional star schema modeling for SQL server OLAP database
- Designed parameterized reports with drilldown and drill through functionalities by using SSRS and used centralized configuration control to efficiently launch, deploy, and manage SSRS reports
- Scheduled reports to run on daily and weekly basis in job agent and delivered them to business partners for decision making
- Loaded historical data into data warehouse and denormalized them into fact and dimension tables and then build cubes by SSAS for identifying KPIs and statistical analysis and creating reports from cubes

**Project: Performance Reports Creation Using Power BI**

- Manipulated data with SQL, Python and DAX, and report with Power BI in a suitable outputs and formats such as reports, graphics and pivots according to the requirement from business
- Used Power BI to create KPIs such as employee performance, sales in regions and logistics performance along with slicers enabling end-user to make filter
- Built connections to on-premise Data Gateway, and on-premise Power BI Report Server to share reports and dashboards on cloud and scheduled the time for refreshing

**Project: Performance Reports and Management Forms Creation**

- Conducted database enlargement task to expand current data volume for data testing and sales performance purposes
- Introduced manipulation techniques to handle various data and create sales performance, shipping companies performance and top customers using VBA Macros in Excel
- Built KPI data measurement by utilizing Excel VBA to provide important guidance to the internal reward program
- Implemented data visualization and created employee command buttons to generate reports easily in Excel
- Created forms for user to easily add, update and delete the information for customers, employees, shippers, products and orders using Access with VBA coding skill
- Split the Access application into user interface and backend database to enhance the frontend performance and protect the backend database

Sun Life Financial, Toronto, Ontario

August 2016 – January 2018

**Advisor**

- Helped clients meet their needs related to their health and finance, including insurance, savings and retirement income, by providing investment and protection guidance
- Served clients in a professional manner by providing clear explanations about products and analysis tools such as Excel, making recommendations where requested and updating information whenever necessary
- Kept abreast of product changes, learned to understand new products that come to market or are developed by legislation, learned the changes in the industry and was mindful of competitor information to ensure to get the right and updated information for clients

Outlet Collection at Niagara (Ivanhoe Cambridge), Niagara-on-Lake, Ontario

July 2014 – July 2016

**Guest Services Representative**

- Communicated with customers on a pro-active and regular basis by informing them of pertinent information to enhance the positive image of the shopping centre and encourage repeat traffic
- Helped to computerize daily tracking files by constructing an Excel program to manipulate data for marketing purpose, and vastly reduced the time for monthly manual counting
- Maintained ongoing interaction with shopping centre customers and acted as liaison between customers, retailers, security, maintenance, marketing and all shopping centre departments at the administrative level
- Sold and administered gift cards at Guest Services which include overseeing the maintenance of related files by reviewing information in the system such as daily sales journal, reconciliation of daily sales and inventory levels in order to ensure and accurately record transactions for accounting and forecasting purposes

## EDUCATION AND PROFESSIONAL TRAINING

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Access / Excel VBA Training	September 2019-April 2022
Microsoft SQL Fundamental Training	September 2019-April 2022
Microsoft Power BI with Python, SQL & Cloud Training	September 2019- April 2022
Microsoft SQL BI, SSIS, SSRS, SSAS Training	September 2019- April 2022
SQL Server Database Administrator Training	September 2019- April 2022
Victoria Toronto Training Center, Toronto, Ontario	

Early Childhood Education	May 2017- August 2018
Seneca College, Toronto, Ontario	

Master of Business Administration	September 2012 – June 2014
Goodman School of Business, Brock University, St. Catharines, Ontario	
• Specialization in Finance	

Bachelor of Tourism Management, Specialization in Hotel	September 2008 – June 2012
Huaqiao University, Quanzhou, Fujian, China	
• Merit Student Award & Scholarship (2009-2011)	

## REFERENCES AVAILABLE UPON REQUEST

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