EI MYAT MON

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Student Permit & CO-OP Work Permit
Eligible to work in Canada and Open to Relocation

PROFESSIONAL SUMMARY

Graduate student in **Business Analytics & AI** with a strong foundation in **data analytics, automation, SQL, and enterprise system engineering**. Brings over **12 years of experience** supporting large-scale technology operations at multinational companies, including Deloitte. Adept at using **Python, Power BI, SQL, and machine learning foundations** to generate insights, streamline processes, and support data-driven decision-making. Known for adaptability, analytical problem solving, and the ability to communicate complex technical concepts clearly to stakeholders. Seeking an **Analytics / AI / Data Internship** to apply analytical skills to real-world business challenges.

CORE SKILLS

- **Analytics & Tools:** Canvas, Python, Pandas, NumPy, Power BI, Tableau
- **Machine Learning:** Regression, Classification, Time Series, Model Evaluation
- **Data Skills:** SQL, ETL, Data Cleaning, Feature Engineering
- **Cloud & Systems:** Microsoft Azure, Active Directory, VMware, ServiceNow
- **Automation:** PowerShell, Python scripting, PHP.
- **IT Operations:** Incident Management, Root Cause Analysis, SLA Reporting
- **Soft Skills:** Communication, Stakeholder, engagement, Problem Solving, Training

EDUCATION BACKGROUND

- **Master of Business Analytics & AI** *(Expected Aug 2026)*
  Ontario Tech University – Oshawa, Ontario

- **Master of Science in Cyber Security – Distinction** *(Feb 2025)*
  Coventry University, UK – PSB Academy Singapore

- **Graduate Diploma in Systems Analysis** *(Aug 2012)*
  National University of Singapore (ISS)

- **Bachelor of Computer Science** *(Feb 2008)*
  University of Computer Studies, Yangon, Myanmar.

MEMBERSHIPS AND AWARDS

- **Master of Science in Cyber Security – Distinction (Top Graduate Award, Highest Academic Achievement)**
  Coventry University, UK – PSB Academy Singapore.
- **CERTIFIED ASSOCIATE OF PROJECT MANAGEMENT (CAPM - PMI)**
  Project Management Institute (United State of America).

RELEVANT PROJECT EXPERIENCE

Data Analytics & Predictive Modelling Projects (Ontario Tech University)

- Built predictive models using **Python (Pandas, Scikit-Learn)** for forecasting and classification.

- Designed Power BI dashboards to visualize trends, KPIs, and insights.

- Performed data cleaning, feature selection, and model evaluation using RMSE and accuracy metrics.

- Conducted time-series analysis to identify seasonal patterns and business drivers.

Automation & Reporting – Deloitte Singapore

- Created PowerShell scripts to automate recurring tasks, reducing operational effort by **40%**.

- Analyzed ServiceNow ticket data to support reporting, trend analysis, and process improvements.

PROFESSIONAL EXPERIENCE

Senior System Engineer — Deloitte Singapore *(Feb 2017 – Aug 2025)*

- Leveraged analytics and automation to reduce manual workloads, improve system uptime, and support decision-making.

- Conducted root-cause investigations using log analysis and data patterns, reducing incident recurrence by **25%**.

- Delivered onboarding training for interns and new staff; simplified technical content for broad audiences.

- Maintained SLA performance above **95%** using ServiceNow dashboards and workflow monitoring.

- Documented SOPs, troubleshooting guides, and knowledge base resources to support operational efficiency.

- Collaborated with global IT, cloud, and cybersecurity teams on system improvements and problem resolution.

Solution Specialist (Post-Sales Support) — Fuji Xerox Singapore *(Nov 2014 – Sep 2016)*

- Conducted SQL-based investigations for system integration, performance issues, and authentication failures.

- Managed UAT testing, requirement validation, and cross-system compatibility checks.

- Contributed insights to improve ticket trends and system reliability.

Software & Customer Support Engineer — Sofialys Asia Pacific *(May 2013 – Nov 2014)*

- Performed L2/L3 analysis for ad-tech systems using logs, SQL queries, and performance metrics.

- Supported regression and performance testing for new releases.

- Coordinated with global engineering teams to resolve complex technical issues.

Software Developer — iAPPS Singapore *(Aug 2012 – Dec 2012)*

- Developed dashboards, reporting modules, and API integrations using PHP, JS, and SQL.

- Improved UI data accuracy through testing and validation with QA teams.

Test Engineer & Junior Developer(Intern) — StreamMedia Singapore *(Feb 2012 – Jul 2012)*

- Conducted structured testing, defect analysis, and test reporting for mobile and web applications.

- Identified data inconsistencies and contributed to system performance improvements.

CERTIFICATIONS

- Microsoft Certified: Azure Fundamentals

- ITIL Foundation (IT Service Management)

- Certified associate in project management (CAPM – PMI)

ADDITIONAL INFORMATION

- **Languages:** English (Fluent), Burmese (Native)
- **Nationality:** Myanmar
- **Relocation:** Open within Canada