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Top Skills

Google Sheets

Google Slides

Training

Certifications

Microsoft Certified: Power BI Data Analyst Associate

Data Visualization

Microsoft Certified: Fabric Analytics Engineer Associate

Honors-Awards

Leadership Values in Practice Award

Passion for Growth Award

Jon Manweiller

Analytics Engineer @ TELUS | Data Scientist | Microsoft Fabric &

Power BI Expert

Montreal, Quebec, Canada

Summary

Data-driven problem solver with 16+ years at TELUS, progressing from frontline support to enterprise data engineering. My Journey: Started at TELUS on May 12, 2008 as a Business Helpdesk Specialist. Progressed through support and training roles, rebuilding Audio Conferencing and Web Hosting training programs for 80+ team members. In 2010, CEO Darren Entwistle recognized me with the Passion for Growth Award for contributions to the NSA IT team. Transitioned to operations leadership, managing up to 110+ agents across 3 global locations (Burnaby, Montreal, Philippines). Delivered \$1M in annual savings through team consolidation and cut training time 50% (6 weeks → 3 weeks). During COVID-19 (2020), received the Leadership Values in Practice Award for managing unprecedented Audio Conferencing volume increases while maintaining Enterprise service levels. But manual reporting and lack of data visibility were limiting what we could achieve. So I taught myself automation. Built Weekly Operations Review (WOR) v1.0 using KNIME and Google Scripts, reducing manual work from hours to minutes. In February 2023, joined TELUS GoCo as Data Scientist. Evolved to Microsoft Fabric and Power BI, building enterprise data platforms serving 70+ users with 50+ automated reports, processing ~1M rows daily through medallion architecture (Bronze → Silver → Gold). What I Do Now: Analytics Engineer building end-to-end data solutions. Automate pipelines from 20 sources (cloud, on-prem, APIs, SFTP), create Power BI dashboards, integrate systems like Monday.com. My 2-person BI team delivers all reporting for our VP's organization. # Tech Stack: Power BI | Microsoft Fabric | SQL | DAX | Python | M | Azure | Power Automate | KNIME | Google Apps Script Recognition:- Microsoft Certified: Power BI Data Analyst Associate- Microsoft Certified: Fabric Analytics Engineer Associate- Leadership Values in Practice Award (2020) - Passion for Growth Award - CEO (2010) My Superpower: 16+ years seeing problems from every angle - frontline to operations to data engineering. I understand users

because I've been in their shoes. Interested in analytics engineering, Power BI, Microsoft Fabric, or automation? Let's connect!

Experience

TELUS

13 years 6 months

Data Scientist

February 2023 - Present (2 years 10 months)

Montreal, QC

Analytics Engineer and BI Developer building end-to-end data solutions serving 70+ users across operations and leadership teams. Process ~1M rows daily through automated pipelines using Microsoft Fabric's medallion architecture.

- Built fully automated Weekly Operations Review (WOR) dashboard with Monday.com integration, enabling directors to present real-time metrics and action tracking to VP with bi-directional data flow
- Enabled 2-person BI team to deliver all reporting for VP's organization (50+ reports, 70+ users), freeing operations teams to focus on improvements rather than report building
- Created first-ever team manager scorecards, providing data-driven performance metrics for people leaders to track agent performance
- Architected scalable data platform using Microsoft Fabric Lakehouse with medallion architecture (Bronze → Silver → Gold), processing ~1M rows daily from 20 data sources
- Automated data ingestion from 20 diverse sources: cloud platforms, on-prem databases (via gateway), email attachments (Power Automate → OneDrive → Dataflow Gen 2), APIs, and SFTP
- Currently implementing real-time webhook ingestion using Azure Event Hub for event-driven analytics

Technologies: Power BI | Microsoft Fabric (Lakehouse, Pipelines, Notebooks, Dataflow Gen 2) | SQL | DAX | Python | M | Azure Event Hub | Power Automate | Monday.com API

Business Analyst

June 2022 - February 2023 (9 months)

Montreal, QC

Reporting and analytics specialist supporting leadership with automated reporting solutions and executive presentations. Continued development of automated data pipelines and reporting systems in preparation for transition to Data Scientist role at TELUS GoCo.

- Delivered weekly reporting and presentations for Director and leadership team on operational performance and key metrics
- Maintained and enhanced automated reporting infrastructure built during Senior Strategy Manager role
- Supported business decision-making through data analysis and insights

Senior Strategy Manager

April 2021 - June 2022 (1 year 3 months)

Montreal, QC

Executive reporting and presentation specialist supporting Director and VP with automated reporting solutions. Built end-to-end automation for Weekly Operations Review using KNIME workflows and Google Apps Script, eliminating manual data compilation.

- Fully automated Weekly Operations Review (WOR): Built complex KNIME workflow ingesting data from Oracle DB, MS SQL DB, and Google Sheets, with scheduled Google Apps Script updating graphs to show most recent week
- reduced manual work from hours to just adding comments
- Delivered weekly executive presentations for Director and VP with minimal prep time due to comprehensive automation
- Automated time-off tracking system for people leaders to monitor agent availability and PTO

- Created self-updating presentation system where graphs automatically refreshed with current data and linked to Google Slides
- Integrated multiple data sources (Oracle, MS SQL, Google Sheets) into unified reporting platform for operational metrics and vendor spend tracking

Technologies: KNIME | Google Apps Script | Google Sheets | Google Slides | Google Data Studio | Oracle DB | MS SQL Server | SQL

Senior Operations Manager

September 2015 - April 2021 (5 years 8 months)

Montreal, QC

Led Tier 1 support operations for 110+ agents and supporting staff (trainers, team leaders, analysts) across multiple lines of business and 3 global locations. Tasked with transforming operations and driving operational excellence through process improvement and technology modernization.

- Delivered \$1M in-year savings by consolidating fragmented teams into unified support organization while maintaining focus on employee engagement and customer experience
- Drove operational efficiency gains enabling team to absorb additional workload without headcount increases through performance measurement and process optimization
- Migrated operations to new platform enabling real-time agent performance tracking, unlocking data-driven management capabilities
- Successfully led migration to new audio bridge platform across multi-location operations with zero service disruption
- Unified multiple lines of business into single cohesive team, standardizing processes and improving collaboration
- Managed complex global operations across 3 locations (Burnaby BC, Montreal QC, Philippines) spanning multiple time zones and cultures

This role revealed the critical need for better data visibility and automated reporting, inspiring my transition to analytics and data engineering.

Technologies: Call center platforms, workforce management systems, performance analytics tools

Operations Manager

January 2014 - September 2015 (1 year 9 months)

Montreal, QC

Led service desk operations for 30 agents across 3 locations (Central America, BC, Montreal) serving business and government clients across Canada. Recognized as a change agent and promoted to Senior Operations Manager after driving operational improvements and consistently exceeding performance targets.

- Optimized training program, reducing new hire ramp time from 6 weeks to 3 weeks (50% reduction) while maintaining quality standards
- Simplified and streamlined password reset process with goal of full automation, improving speed and customer experience
- Consistently met all call center metrics including speed to answer, abandon rate, and customer satisfaction across multi-location team
- Managed SLA compliance for business and government clients across Canada
- Led change initiatives that earned promotion to Senior Operations Manager after 1 year 9 months

Technologies: Call center platforms, workforce management tools

Learning Specialist

June 2012 - January 2014 (1 year 8 months)

Montreal, QC

Training and development specialist responsible for designing and delivering training programs for TELUS business support teams. Trained approximately 80 team members and rebuilt critical training programs. Recognized by CEO Darren Entwistle with Passion for Growth Award (2010) for contributions to NSA IT frontline movement to Manila.

- Rebuilt Audio Conferencing training program and Web Hosting training program, modernizing curriculum and improving effectiveness

- Developed and delivered training programs for frontline support teams supporting business customers
 - Trained approximately 80 team members on products, systems, and processes
 - Contributed to NSA IT frontline movement of work to Manila, creating training materials and supporting knowledge transfer
 - Recognized with CEO Passion for Growth Award (2010) for exceptional commitment and inspiring fellow team members
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Education

Hertzing Career College

Computer Electronics Technology, Computer and Information Sciences and Support Services · (September 1995 - September 1996)