**Kapil Pundhir**

Mississauga, Ontario

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**Summary**

Data Analyst who is passionate in condensing large data into a simple to understand story. Adept at working independently and collaborating with teams across multiple functions to take information from a wide variety of sources and effectively break down concepts in layman terms to diverse audiences.

**Technical Skills**

Tools: Python, Excel, VBA, Python, JavaScript (D3.js, Leaflet.js), HTML5/CSS, API Interactions, Tableau, Fundamental Statistics, Machine Learning, Git/GitHub

Databases: SQL, MYSQL

**Projects**

**Analysis of sugar intake across the world.** | https://github.com/cbeachey/Project1.git **|**

* Used CRUD process by cleaning and analyzing the data.
* I was given dauting task of API.
* Used API, Python, Git/GitHub

**Experience**

**Auto Claim Adjuster / Insurance Service Advisor July 2018** – Present

**Aviva Canada** Markham, Ontario

Help maintain customer satisfaction while working within company policies. Adept at utilizing a computer database handling several ongoing cases simultaneously and seeing a claim file through to its completion. I specialize in offering quick and efficient solutions to a variety of cases that are presented to a claim’s adjuster every day.

**.*Key Accomplishments:***

* Part of the Social Event Committee. Helped in the annual BBQ Event at Oakville and various events hosted monthly.
* On track to close the highest numbers of claims in a timely manner due to excellent communication and organization skills.
* Resolved customer issues and excel within a high call, demanding and a fast-paced environment.
* Mentored new colleagues by providing resource and knowledge regarding new and existing claims.

**Communications & Event Coordinator February 2016- July 2018**

**Aviva Canada** Markham, Ontario

Performed a range of specialized and administrative duties for the marketing and business development team. Assisted in uploading manuals or data on an internal website. Prepared and organized communication templates for brokers using MailChimp.

Handled request from senior event specialist regarding the planning of an event by scouting and booking a location, ground transportation, food and beverage, and travel arrangements. Prepared weekly, monthly and yearly event reports for management. Updated monthly banner inventory. Verified and processed invoices for payments for internal and external events.

**.*****Key Accomplishments:***

* Proved the ability to multitask, handled email distribution for 25,000 Brokers, resolved technical issues and improved efficiency and enhanced broker satisfaction.
* Helped in the transition from old mailer to a better and cost-effective MailChimp mailer by creating new email templates and creating email lists.
* Selected and streamlined email distribution process based on analysis of click ratio, resulting in superior click ratio and higher promoter of Aviva products.
* Helped Senior Event Specialist organize conferences, broker lunch and learn, high profile cocktail receptions and executive golf and dinner events.
* Earned recommendations for exemplary service delivery. Received comment cards for “going above and beyond” and “providing outstanding service and attention to guests.”

#### **Crew Leader – Statistics Canada February 2016 – July 2016 (Contract)**

Responsible for all activities related to the collection of census information in my area and trained and supervised a team of 17 Enumerators and one assistant.

***Key Accomplishments:***

* Developed and trained Enumerators to provide faster and improved service, coached for efficiency and streamlined census collection procedure, resulting in a superior collection of census forms.
* The completed collection of all census forms in five months instead of six months by proactively coaching and shipping documents on a regular basis.

**Financial Industry Experience**

**Financial Advisor, the Bank of Nova Scotia July 2014 – March 2015**

**Financial Services Representative, TD November 2013 – July 2014**

**Financial Advisor, TD November 2009 – November 2013**

**Business Development, TD Direct November 2009 – November 2006**

***Key Accomplishments:***

* Established positive rapport with customers, upsold products and built a loyal clientele.
* Achieved highest sales averages by upselling and suggesting add-ons/extras to each transaction.
* Nominated continuously for Front Row Centre Award In recognition of outstanding sales and customer service

**Education**

**Boot Camp Certificate: University of Toronto**, Toronto, Ontario

A 24-week intensive program focused on gaining technical programming skills in Excel, VBA, Python, JavaScript, SQL Databases, Tableau, Big Data, and Machine Learning.

**Degree or Certification: Bachelor of commerce**, Madurai, India