

# MEET PATEL

## Data Analyst

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## SUMMARY

- Detail-oriented **Data Analyst** with 3 years in **back office operations**, **billing**, and **data analysis** using **Excel**
- Delivered data-driven insights and handled **confidential customer data** with accuracy across multiple domains
- Skilled in **Microsoft Office**, **Teams**, **Advanced Excel**, **Power BI** and **Python** to streamline operations and reporting
- Immensely confident with extraordinary **communication** and analytical skills, and excellent technical knowledge

## TECHNICAL SKILLS

<b>Programming languages</b>	Python, SQL
<b>Databases</b>	MySQL, PostgreSQL, MS SQL Server
<b>Visualization Tools</b>	MS Excel (VLOOKUP, XLOOKUP, Pivot table, Power Query), Power BI, Tableau
<b>Packages</b>	Pandas, NumPy, Matplotlib, Seaborn
<b>Other Tools</b>	Microsoft Teams, GitHub, Git, Jira, Jupyter Notebook, VS Code, PyCharm

## WORK EXPERIENCE

**Data Analyst (Disputes)** | CIBC | Canada Sept 2024 - April 2025

- Managed back-office **financial operations** including client account maintenance, service billing, and transaction reconciliation in a regulated banking environment
- Built **Excel** reports with **PivotTables**, **VLOOKUP**, and **Power Query** to track client transactions and fees
- Maintained integrity of sensitive customer records, including **confidential financial and billing data**
- Identified and resolved anomalies in account data, reducing reporting errors by **30%**
- Collaborated with IT and Ops to **troubleshoot Excel automation issues** and streamline data workflows

**Software Engineer** | Bacancy Technology | India Dec 2020 - Feb 2023

- Developed **Power BI dashboards** to visualize internal KPIs, billing summaries, and customer engagement trends
- Automated **data validation workflows** with Python and SQL for internal operations and mock client data
- Created **Excel-based tools** using **Power Query** and formulas to support contract and pricing simulations
- Conducted QA on datasets for **settlement accuracy** in test projects, improving mock reconciliation precision
- Collaborated using **Microsoft Teams** and Jira to ensure on-time delivery of internal reports and tools

**Data Analyst** | Maxgen Technologies | India July 2020 - Dec 2020

- Built **Excel** dashboards and reports for simulated **contract enrollment** and **price change data**
- Applied **SQL** to analyze and validate internal datasets supporting mock enrollment and billing cycles
- Validated mock enrollment and **de-enrollment activity** to practice **billing and settlement tracking**
- Participated in internal data quality exercises to learn back-office reporting structures
- Supported team in building **training modules** for Excel automation and data cleanup tasks

## PROJECTS

**Customer Data & Billing Operations Optimization** *SQL, Excel, Python, Power BI*

- Designed and automated Excel-based workflows for **customer enrollment**, **billing**, and **contract tracking**
- Built SQL queries to simulate real-world **price changes**, **de-enrollment**, and **settlement calculations**
- Developed Power BI dashboards to visualize **enrollment activity trends**, contract status, and rejection rates
- Wrote Python scripts to validate account data and monitor **data integrity** across mock utility datasets
- Reduced operational error rate by 30% through automated **report generation and back-office simulation**

## EDUCATION

**Master of Applied Computing - Computer Science**, University of Windsor, Canada

May 2023 - Aug 2024

**Bachelor of Computer Engineering**, LDRP-ITR, India

Aug 2017 - May 2021