MICHELLE RAJ

(416) 571- 2360 | michellesus2512@gmail.com | GitHub | LinkedIn

PROFESSIONAL SUMMARY

Results-driven Analyst with 3+ years of experience in statistical analysis, data modeling, and problem-solving. Adept at transforming complex, large-scale datasets into clear, actionable insights that drive informed business decisions and operational improvements. Skilled in Python, SQL, data visualization tools (Tableau, Website, Power BI), and a broad range of analytics techniques, including hypothesis testing, KPI development, and experimental design. Proven ability to partner with cross-functional teams to understand business goals, communicate findings to technical and non-technical audiences, and recommend practical, data-backed solutions

WORK EXPERIENCE

AI Evaluation Specialist (Contractor) – Outlier AI & Crowdgen. Dec 2024 – Present

- **Data Validation: S**upported data validation, quality control, and compliance for machine learning model training, achieving over 95% accuracy and meeting project standards.
- **Adaptive Project Delivery**: Adapted to dynamic project requirements in an agile environment, prioritizing critical tasks and delivering high-quality outputs under tight deadlines.
- **Documentation & Process Improvement**: Maintained detailed project documentation, contributed to workflow automation, and supported continuous process improvement initiatives to enhance data annotation efficiency and accuracy.

IT Operations Analyst – TD Bank Dec 2021 – Nov 2023

- **Application Support**: Maintained 100+ TD financial applications (Configuration Items/CIs), ensuring seamless functionality through proactive troubleshooting and meticulous documentation. Supported audit readiness by enforcing data accuracy and compliance with ITSM workflows.
- **Change Management**: Spearheaded change management as Change Queue Manager, prioritizing and executing 20+ system upgrades within maintenance windows to boost performance metrics and minimize disruptions.
- **Cross-Functional Collaboration**: Partnered with IT developers and stakeholders to optimize production environments, aligning with ITIL best practices to enhance monitoring protocols and deliver operational reports,
- **Incident Resolution:** Coordinated multi-disciplinary teams to resolve system incidents, ensuring data integrity and adherence to CMDB governance standards while streamlining workflows for faster decision-making.

Software Developer / Data Analyst – Orchid Analytics May 2021 – Sep 2021

- **Predictive Modeling**: Contributed to early-stage development of healthcare predictive analytics by processing 1,000+ patient records, enabling data-driven insights that improved service efficiency and informed preventive care strategies.
- **Data Visualization**: Designed a responsive website with interactive dashboards to visualize 100,000+ healthcare data points (e.g., patient outcomes, resource trends), empowering stakeholders to make evidence-based decisions
- Designed and administered survey questionnaires to collect healthcare data, supporting evidence-based decision making and service delivery improvements.

SKILLS

- Business Analysis: Requirements gathering, functional specifications, data mapping, gap analysis, documentation, data lineage, business logic definition, stakeholder management, cross-functional collaboration, regulatory reporting compliance, risk assessment, change management.
- Data Warehousing & Modeling: Data warehousing projects, data modeling, ETL processes, data profiling, data validation, data quality assurance.
- Technical Skills: SQL, Python, Pandas, Excel, VBA, Tableau, Power BI, data visualization, dashboard development, automation methodologies, workflow automation, machine learning basics.

EDUCATION
Bachelor of Engineering, Computer Engineering, Toronto Metropolitan University (formerly Ryerson University)
Certificate in Data Analytics and Visualization, University of Toronto, Toronto, ON
Courses: SQL, Python, Pandas, Excel, VBA, Tableau, Power BI, ETL, Big Data, Statistics, Machine Learning Models.

PROJECTS
NYC-Citi Bike-Tableau | Github | Tableau
Developed a Tableau dashboard analyzing 2M+ bike trips to identify key trends. Detailed data queries helped identify key trend analysis like peak riding times, user preferences, and a notable checkout duration