

# MOHD FAIZ KHAN

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## SUMMARY

Skilled System Analyst / Data Analyst with expertise in SQL, Python, Power BI, and Tableau. Experienced in designing automated dashboards, API integrations, and streamlined reporting. Strong background in data visualization, integrating multiple data sources into unified reporting solutions. Recognized for problem-solving, critical thinking, and collaboration skills. Ready to bring analytical prowess and strategic insight to CTOS as an Executive, Data Analytics.

## EXPERIENCE

### *American International University Kuwait, **System Analyst - Canvas LMS***

*Feb 2024 - Present*

Designed and maintained SQL-based admission reports (daily, weekly, YoY trends, scholarship analysis), enabling leadership to track KPIs and make decisions.

Developed and automated academic and admissions dashboards in Tableau and Power BI, integrating multiple data sources for actionable insights.

Consolidated data from multiple platforms (Microsoft SQL Server, SQL Developer, SharePoint, Canvas LMS) into unified reports, improving the accuracy and efficiency of institutional reporting.

Implemented and managed Tableau Bridge and Conductor Services for scheduled refreshes and secure data delivery.

Supported SQL Developer operations for data extraction, transformation, and validation, ensuring the accuracy and integrity of institutional data.

Collaborated with cross-functional teams (Admissions, Academic Affairs, IT) to deliver timely reports and enhance decision-making through data-driven insights.

### *Inspired Leadership Gurukul (SOIL), **Assistant Manager - LMS***

*Feb 2023 - Feb 2024*

Developed and implemented a comprehensive learning and development strategy for the organization using the Canvas LMS, enhancing training effectiveness and user engagement.

Managed the Canvas LMS administration, including system configuration, customization, and maintenance, ensuring seamless operations and user satisfaction.

Engaged in stakeholder interactions, overseeing user activities, delivering training, and providing support for Canvas LMS functionalities, improving user experience and operational efficiency.

Utilized Grey HR and biometric systems for streamlined attendance and time management, optimizing organizational operations. Oversaw vendor relationships for Canvas LMS, negotiating contracts, monitoring performance, and ensuring SLA compliance, maintaining high service standards.

### *Sunstone Education Technology Pvt. Ltd., **Associate - Learning Operations***

*Jan 2022 - Jan 2023*

Proficient in Canvas (LMS) administration, ensuring full process compliance, and adept at managing dashboards and maintaining the user life cycle within the system.

Ensuring Quality and Consistency of Uploading content through HTML, CSS code.

Learned How to create and manage courses and assign them to learners.

Skilled in conducting internal training as needed and providing comprehensive technical troubleshooting support on the Canvas platform.

Skilled in Articulate for SCORM content, Alchemer for feedback, and Accredible for certificates in Learning and Development.

## EDUCATION

### *International Institute of Information Technology*

**Executive PG Certificate • Data Science**

### *National Institute of Technology Agartala*

**Bachelor of Technology • Electrical Engineering**

## SKILLS

SQL reporting • Python • Data analysis • Tableau development • API integration • Data integration • Canvas LMS analytics • Microsoft Excel • Data visualization • Power BI