

# Muskan Arora

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## EDUCATION

### University of Manitoba

Bachelor of Arts in Economics, Minor in Management

Winnipeg, MB

Apr 2018 – Aug 2021

## EXPERIENCE

### Strategic Support Analyst

Anaplan Software Inc.

Nov 2024 – Present

Ottawa, ON

- Achieved 95%+ client satisfaction and 90% retention by building strong relationships and delivering tailored SaaS solutions
- Automated processes and enhanced integrations by running Postman scripts and Anaplan Connect scripts, ensuring faster and more reliable solutions.
- Applied advanced tools — Grafana, ServiceNow, Tableau, — to translate data into actionable insights, driving proactive client engagement.

### Product Support Analyst

Anaplan Software Inc.

Nov 2023 – Nov 2024

Ottawa, ON

- Handled **10+ cases daily**, effectively managing case prioritization, resolution, and follow-up to ensure timely support and a seamless client experience.
- Earned Anaplan Model Building Level 1 & Level 2 certifications, advancing technical expertise in scalable model design and optimization.
- Delivered fast, reliable support with an average response time under 30 minutes, consistently maintaining a 90%+ CSAT score.

### Product Support Analyst

CaseWare International

May 2023 – Nov 2023

Toronto, ON

- Delivered technical troubleshooting for advanced bookkeeping and financial applications, ensuring timely and effective resolutions.
- Acted as a Subject Matter Expert, aligning solutions with stakeholder needs, internal policies, and best practices.
- Utilized **Confluence** to document solutions, best practices, and knowledge-sharing across teams.

### Workforce Management Analyst

247 Intouch

Oct 2017 – Jan 2018

Winnipeg, MB

- Managed **employee scheduling** and **forecasting** for a team of **150+ employees** using **Excel** to create detailed schedules and **pivot tables** for clear data visualization for multiple accounts. This optimization improved operational efficiency and workforce utilization by **20%**
- Generated and sent **reports** to team leads for their forecasting needs, supporting better decision-making and planning.
- Developed and maintained **documentation** for scheduling processes, which streamlined onboarding and training for new team members.

## PROJECTS

### Sales Performance Dashboard / Power BI

- Consolidated monthly financial data from multiple Excel Sheets into a unified dataset.
- Designed a **Power BI Dashboard** to track sales trends and revenue by source
- Built DAX measures for KPIs such as monthly growth, top revenue channels and profit margins
- Enhanced decision making by providing drill-down views by product, month and region.

### Student Database Analysis / SQL

- Created a relational database to store student profiles, courses and grades.
- Wrote SQL queries to filter, sort and aggregate data for reports.
- Used JOIN statements to connect tables and analyze student performance by course
- Improved understanding of database structure and foundational SQL concepts.

### **Upskilling Project: Anaplan Modelling & Automation** /*Anaplan Connect, POSTMAN*

- Applied Anaplan modelling techniques to replicate real-world customer use cases and identify common error points
- Designed and executed test scenarios using POSTMAN to stimulate API calls and validate data flows.
- Automated model interaction through Anaplan Connect scripts, enabling faster detection of integration Issues
- Improved issue diagnosis by mapping errors to specific modelling stages, strengthening troubleshooting efficiency and client support.

### SKILLS

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**Data & Analytics Tools:** Splunk Cloud, Grafana, Tableau, MS Excel, SQL, Power BI

**Anaplan & Modelling:** Certified Anaplan Model Builder (Level 1 & Level 2), Anaplan Connect, POSTMAN

**Support & Platforms:** Salesforce, ServiceNow, JIRA, Confluence, Knowledge Base Documentation.

**Business & Project Skills:** Requirement Gathering, Stakeholder Communication, Project Coordination, Client Relationship Management.