

Muskan Arora

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EDUCATION

University of Manitoba <i>Bachelor of Arts in Economics, Minor in Management</i>	Winnipeg, MB Apr 2018 – Aug 2021
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EXPERIENCE

Strategic Support Analyst <i>Anaplan Software Inc.</i>	Nov 2024 – Present Ottawa, ON
<ul style="list-style-type: none">Achieved 95%+ client satisfaction and 90% retention by building strong relationships and delivering tailored SaaS solutionsAutomated 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 <i>Anaplan Software Inc.</i>	Nov 2023 – Nov 2024 Ottawa, ON
<ul style="list-style-type: none">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 <i>CaseWare International</i>	May 2023 – Nov 2023 Toronto, ON
<ul style="list-style-type: none">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 <i>247 Intouch</i>	Oct 2017 – Jan 2018 Winnipeg, MB
<ul style="list-style-type: none">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	
<ul style="list-style-type: none">Consolidated monthly financial data from multiple Excel Sheets into a unified dataset.Designed a Power BI Dashboard to track sales trends and revenue by sourceBuilt DAX measures for KPIs such as monthly growth, top revenue channels and profit marginsEnhanced decision making by providing drill-down views by product, month and region.	
Student Database Analysis / SQL	
<ul style="list-style-type: none">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 courseImproved 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

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.