

Analytical and visionary professional with proven success in analyzing complex datasets and delivering valuable insights complemented by a strong background in software development. Proficient in multiple programming languages, including Java, Python, SQL, and C++, with a solid foundation in software development principles. Well-versed in utilizing advanced statistical techniques and data visualization tools to present findings effectively and drive business growth. Substantial background in evaluating and reporting progress against plans to ensure completion of objectives. Demonstrated expertise in collaborating with cross-functional teams to identify opportunities and develop innovative solutions.

## Areas of Expertise

- Data Research & Analysis
- Data-Driven Decision Making
- Strategic Analysis & Planning
- Software Development
- Risk Assessment & Mitigation
- Client Relationship Management
- Process Optimization
- Project Management
- Cross-Functional Collaboration

## Technical Proficiencies

**Tools & Technologies:** Python | C++ | C# | Java | SQL | JavaScript | Data Analytics (SAP) | SAS | NodeJs | React | Git | Docker & Kubernetes | MS Suite

## Career Experience

Public Health Ontario – Ottawa, ON

2022 to 2023

### Data Analyst Operator

Monitored and updated existing PCR database when required for accuracy and completeness of data records. Identified, analyzed, and successfully executed client contact utilizing LMD aimed at improving communication and collaboration with clients to meet individual needs. Developed a comprehensive reporting infrastructure from ground up using SQL to enable listing of patients' test requests. Adhered to security backups and conducted regular checkups to clinch data safety and integrity while maintaining confidentiality and security of sensitive information.

#### Key Contributions:

- Verified data through requisitions and efficiently entered into Excel sheet, averaging just 1 min/requisition.
- Achieved timely data entry consistently by prioritizing/ensuring appropriate turnaround time on all data entry tasks.
- Reviewed and entered data information by utilizing LIMS into appropriate databases with 99% accuracy while ensuring high-quality data management and integrity.
- Conducted an impressive 15M data searches to retrieve relevant information while leveraging CSV to store 13M patient records into OHIP database for managing and organizing a substantial volume of data.

Quickie Convenience Stores – Ottawa, ON

2019 to 2023

### IT Support Specialist

Provided comprehensive IT support services for seamless operation of computer systems and network infrastructure while responding promptly to technical issues and inquiries. Diagnosed and resolved a wide range of technical problems,

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both hardware and software-related. Maintained and optimized system operations by monitoring network and computer systems to proactively identify potential issues and implement preventive measures. Installed and configured software applications on various platforms to provide end-users with reliable and efficient software solutions.

## ***Key Contributions:***

- Reduced solution time by 35% through optimizing help desk ticket system.
- Resolved an average of 10+ customer issues per day with an impressive success rate of 95%.
- Conducted on-site visits to 60+ stores while actively collaborating with partners to develop tailored solutions.
- Led service delivery successfully and enhanced enterprise IT services and products for over 20K end users in a dynamic IT firm across 60+ stores.

Bell Canada – Ottawa, ON

2021

## **Data Analyst**

Conducted thorough research and validation of company's client information to ensure accuracy and reliability. Skillfully interpreted complex data aimed at drawing insightful conclusions to guide/enable decision-making and approval actions.

## ***Key Contributions:***

- Displayed expertise in Python, SQL, and Excel to effectively analyze/manipulate data for actionable insights.
- Collaborated closely with executive team as the inaugural data hire while playing a pivotal role in formulating and reporting on key performance indicators (KPIs) for web properties with impressive annual visitor count of 10.22M.

## **Education**

**Bachelor of Science Degree in Computer Science** | Carleton University – Ottawa, ON

Graduated Date: October 2021

## **Key Projects**

**Software Developer** | CUACS – Ottawa, ON

- Utilized C++ programming language to design/test software for Carleton University Animal Care System to incorporate a machine learning matching algorithm for accurate and optimal client-pet pairing.
- Developed and implemented a matching algorithm in C++ for Animal Care System at Carleton University, resulting in highly accurate matches between clients and pets through machine learning techniques.

**Software Developer** | Real-Time Concurrent – Ottawa, ON

- Implemented a Java-based file transfer system utilizing Trivial File Transfer Protocol (TFTP) to enable sending of error packets such as duplicate, delay, lost, and invalid opc codes for enhanced reliability.
- Established read and write connections with server while adhering to TFTP protocol and ensuring seamless file transfer during connection process.