

# NAVEED DHANJI

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## Professional Summary

A highly motivated, innovative, and detail-oriented Data Analyst with versatile experience in business operations, administration, process optimization, graphene materials manufacturing, research & development, e-commerce, online marketing strategies and product design, and customer-focused sales.

Pivoting my career to utilize my diverse work history and knowledge to analyze and solve complex problems, contributing to implementable solutions that drive significant improvements within my community, city, and province.

## Experience

### Administrative Analyst (Executive Support)

08/2021 – 02/2023

*Graphene Leaders Canada (GLC) Inc. | Edmonton, AB*

- Streamlined operational processes by mapping office workflow procedures to identify and resolve administrative bottlenecks, improving overall efficiency and enhancing interdepartmental productivity.
- Utilized MS Excel formulas and charts for office expenditures and budget analysis, reducing monthly spending by 15% each month.
- Enhanced time management and productivity by optimizing administrative processes based on thorough data analysis, leading to more efficient workflow management.
- Developed data-driven strategies for the restructuring of administrative filing systems, resulting in enhanced time management and improved productivity.
- Tracked the occurrences of time-consuming tasks that occurred each month, and self-taught Python programming skills to automate repetitive tasks, which improved productivity and focus towards other projects.
- Recorded a 99% task completion rate by adopting the use of various technologies for effective tracking and scheduling of project milestones, deadlines, reminders, and follow-ups.
- Curated and prepared on-boarding documents, ensured comprehensive training for new hires and provided availability to answer questions or demonstrate tasks, as needed.
- Communicated changes and coordinated projects between external vendors and internal departments, contributing to reaching successful project milestones and execution of events.

### Technical Data Analyst (Graphene Manufacturing)

10/2020 – 08/2021

*GLC Production (GLCP) Inc. | Edmonton, AB*

- Demonstrated analytical expertise in trend analysis and root cause identification for asset performance issues.
- Actively contributed to data-intensive projects, providing key analytical support to senior scientists.
- Implemented and maintained quality control protocols for accuracy and reliability.
- Proficient in statistical analysis tools and programming (Python, R) for asset analysis.
- Knowledgeable in materials science through hands-on training and at-home learning, particularly in graphene manufacturing contexts.
- Facilitated cross-functional collaborations to implement research findings in research and production environments.
- Translated technical reports and papers, making research findings accessible to non-experts.
- Ensured H&S compliance with industry-specific quality standards and regulations.

**Market Analysis & Design Specialist**  
*ASOP.ca (As Seen on Pinterest) | Edmonton, AB*

04/2020 – 10/2020

- Launched a home decor business after in-depth market research on trends and cost-profit analysis.
- Utilized Google Analytics and Google Trends to fine-tune SEO and digital marketing strategies across platforms like Kijiji and Squarespace, significantly enhancing online presence and achieving a 50% sales increase in the first month.
- Enhanced product appeal with creative photography and editing, leading to higher lead capture and conversion rates.
- Drove business growth by implementing innovative sales strategies, such as offering discounts and installation services, to improve customer engagement and satisfaction.

**Automotive Client Sales Specialist**  
*Northside Nissan | Edmonton, AB*

03/2019 – 03/2020

- Consistently delivered exceptional customer service, focusing on a customer-centric approach that enhanced client satisfaction and loyalty.
- Employed advanced problem-solving skills to efficiently resolve customer issues, ensuring a positive and supportive customer experience.
- Achieved numerous positive Google Reviews with personal mentions, reflecting a high level of customer satisfaction and service excellence.
- Fueled business growth by generating client referrals, stemming from satisfied customers and their families, thereby expanding the customer base.

Education, Certifications, and Skills

**Google Data Analytics Specialization Certification** | Coursera  
**MacEwan University** | Bachelor of Commerce  
**University of Alberta** | Open Studies  
**Jasper Place High School** | Diploma

Issued 06/2023  
2013-2014  
2010-2011  
2005-2008

**Skills:**  
MS Office • Google Suite • SQL • R Programming • Python • Tableau • Statistical Analysis • Business Operations • Written and Verbal Communication • Data Mining • Process Optimization • Trend Analysis • Root Cause Identification • Research Methodologies • Technical Writing • Analytical Thinking • Adaptability • Collaborative • Continuous Learning • Strategic Planning • Proactive Achiever