

PHALGUNI ARVIND GHONGE

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Executive Summary

Recent graduate with strong technical and analytical skills demonstrated through relevant coursework and academic excellence. Diligent learner focused on improving performance through effective collaboration.

Software & Code

- Microsoft Office
- Python
- SQL
- Tableau
- Pivot Tables
- AWS Cloud Practitioner
- HTML/CSS

Skills

- Data Visualization
- Data Analysis
- Digital Marketing
- Modelling w/ Python
- Air Dispersion Modelling
- Critical thinking
- Time management
- Customer Service

Relevant Coursework

- Project Management
- Data Mining in Engineering
- Data Analytics and Machine Learning
- Six Sigma for Chemical Processes

Certificates

- Google Digital Marketing
- Lean Six Sigma (Yellow Belt)
- Udemy : Tableau
- Udemy: AWS Cloud Practitioner
- Udemy: SQL
- The COSHH Risk Assessor

Work Experience

Customer Service Representative

July '22 - present

Royal Bank of Canada, CA

- Handle 90+ calls daily, with duties including presenting relevant product information etc.
- provide exceptional customer service and satisfactory solutions

HMR Clerk

July '20 - present

Loblaw Companies Ltd., CA

- Maintained high standards of customer service during high-volume, fast-paced operations
- Communicated clearly and positively with co-workers and management
- Followed procedures of safe food preparations, assembly, and presentation
- Assisted management with inventory control and stocking
- Resolved complaints promptly and professionally.
- Upheld safety and sanitation standards

Education

University of Toronto | Toronto, CA

September 2021

Master of Engineering (Chemical Engg)
2021

University of Pune | Pune, IN

June 2019

Bachelor of Engineering (Chemical Engg)
2019

Projects

Data Analytics Projects

- Principal Component Analysis (PCA) on large data-sets on COVID-19 reporting total cases and deaths for different countries.
- Investigated multivariate chemical composition of different raw materials for Pottery using PCA

Six Sigma Project

- Drove key process results and completed project through effective contingency planning deliverables quality management
- Spearhead Six Sigma methodology programs, utilizing statistics and data/customers/process analysis to implement sustainable improvements and locate project gaps for ongoing metrics

Activities

- **VP Communications** | UofT Indian Graduate Students' Association
- **Academic Tutor** | UofT Skule
- **Mentor** | UofT Centre of International Experience '20