

# Poonam

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## Summary of Qualifications

- Dedicated data analyst with strong attention to details and research skills having 1+ year of experience analysing trends in different process paths using Excel, SQL and Tableau.
- Software Engineer with 4+ years of experience in computer science, programming, and UX design for various projects and clients
- Administrative Assistant with 3+ years of experience providing administrative support to senior executives, accompanied by a proven track record of maintaining efficient office operations
- Outstanding leadership quality exhibited through training 15 new employees at work from previous experience which helped business to grow
- Earned employee of the month award three times in a row for productivity by completing the projects ahead of deadline
- Fluent in Hindi and Punjabi
- Effective typing speed with 45+ WPM.

## Technical Skills

<b>Operating Systems:</b>	<i>Windows 10, Linux</i>
<b>Applications &amp; Tools:</b>	<i>Microsoft Excel, Azure Sandbox</i>
<b>Tools:</b>	<i>G Suite by Google, RDBMS, IBM Cognos, Tableau, Jupyter, SQLite</i>
<b>Project Management Fundamentals:</b>	<i>Agile, Waterfall, Scrum, Kanban, Trello</i>
<b>Languages:</b>	<i>SQL, Python, PHP, HTML, CSS, Javascript, MySQL</i>

## Education & Certifications

<b>Microsoft Azure Fundamentals Professional Certificate</b>	<b>June 2022</b>
<b>IBM Data Analyst Professional Certificate</b>	<b>Sept 2022</b>
<b>Project Management - Information Technology</b> Canadore College   Mississauga, Ontario	<b>Apr 2021</b>
<b>Masters in Computer Applications</b> Lovely Professional University   Phagwara, Punjab, India Equivalent to Masters Degree in Canada, assessed by ICAS	<b>Apr 2015</b>
<b>Bachelors of Science - Information Technology</b> I.K. Gujral Punjab Technical University   Jalandhar, Punjab, India Equivalent to Bachelor's Degree in Canada, assessed by WES	<b>Sep 2012</b>

## Work Experience

### Clerical Associate | Diagnostic Imaging

Sep 2023 – Present

William Osler Health System | Peel Memorial Center | Brampton, Ontario

### ICQA Data Analyst

Jun 2022 – Jan 2024

Amazon Fulfillment Center | Brampton, Ontario

- Researched the defects and proposed solutions to the ICQA team which increased the quality of work among several teams that reduced the repeated defects by 40%.
- Participating in coaching the associates of different departments and explaining the positives and negatives of their work process and how their performance can negatively impact the work, which increased their understanding of work and reduced the errors by 25%.
- Creating python scripts to automate reports for analysis and scheduling cron jobs that supports the operations in every shift without any dependency.

### Administrative Assistant

Sep 2021 - Jun 2022

Sehajannat Financial Services Inc. | Brampton, Ontario

- Accelerated the appointment system by incorporating an interactive calendar, resulting in hassle-free appointment scheduling.
- Provided exceptional support to agents and co-workers, increasing the overall efficiency of the office by 30%.
- Created interactive excel reports using conditional formatting to track progress of client's files which reduced the processing time by 15%.
- Developed automated email responses to provide daily updates with their progress which led to 12% client retention.
- Provided IT support such as installing software's, coaching basic IT troubleshooting skills to co-workers to ease the office operations, that led to productivity increase by 13%

### Software Engineer

Jan 2016 – July 2020

Galactic Infotech Solutions Pvt Ltd. | Mohali, Punjab, India

- Worked closely with development team members to identify and remove software bugs which ensured smooth implementation of the projects.
- Coordinated with project managers across multiple initiatives to align development timelines, plan testing and work with client representatives that resulted in 15% client retention rate.
- Introduced automation tools to reduce redundancy and enhance workflow by making MYSQL procedures to generate automatic daily revenue reports & scheduling of automatic cron on Linux servers which eventually reduced 22% of the workload.
- Participated in Agile development of products and Scrum methodology within cross-functional frameworks which helped to estimate work hours and track progress.
- Mentored and trained junior developers and engineers by simplifying instructions through effective verbal communication which enhanced team productivity by 17%.