

**PRADITYA BHATT**

*Reporting Analyst*

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# EDUCATION

Computer System Technician - Software support

**Mohawk College**

January 2018 - December 2019 Hamilton, ON

Computer System Technology - Software Development & Network Engineering

### Sheridan College

January 2016 - September 2017 Oakville, ON

# SKILLS

MYSQL, Oracle DB Python

PowerBI Power Query

SAP Business Objects

MS Excel

Leadership Experience JavaScript

# WORK EXPERIENCE

## Reporting Analyst

### Sunwing Airlines

May 2022 - current Toronto, ON

* Gather data from various data sources and build data tables under speciﬁc guidelines
* Build new KPIs, reports and dashboards and provide a link between raw data and management
* Work with reporting tools (Excel, Business Objects, PowerBI) and diﬀerent data sources to help management better understand and drive performance
* Review current reporting structure on an ongoing basis to improve and simplify data for intended audiences
* Present and explain results to Management all the while identifying, sizing, and explaining various issues and/or opportunities to drive key business decisions
* Explain results and adjust the speech for the right audience (Executives, Directors, and Managers)
* Coordinate with IT departments, particularly when implementing data collection procedures, and communicate changes to Management

## Workforce Management Analyst

### Sunwing Airlines

October 2021 - May 2022 Toronto, ON

* Responsible for preparing and communicating Department Key Performance Indicators
* Analyze and communicate trends, including call volumes, call patterns, key performance indicators, staﬀ productivity, attrition rates and resource allocation
* Generate reports to be used in budget and capacity planning within the contact centre and forecasts scheduling, headcount and hiring needs
* Identify areas where eﬃciencies can be achieved to improve contact centre performance and decrease operational costs

## Workforce Management Analyst

### S&P Data

January 2020 - October 2021 Hamilton, ON

* Run and analyze reports with the result of making recommendations for adjusting staﬃng levels to meet the productivity and proﬁtability goals
* Compile and distribute and analyzes daily, weekly, and monthly call enter performance reports
* Produce reporting such as status reports, adherence, shrinkage, and other contact center ad hoc reporting as required
* Experience with tools such as IEX, Genesys, LiveVox, CMS, Avaya, Teliopti, Elements, Five9, PowerBI and MS Teams