

PRIYANKA JAGOTA | Toronto, ON, Canada

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Portfolio: [Portfolio](#) | LinkedIn: [LinkedIn](#)

PROFESSIONAL SUMMARY

Results-driven Data Analyst with 3 years of experience leveraging data and analytic frameworks to optimize operations and influence strategic decision-making. Expertise in **SQL, Python, R**, and data visualization tools such as **Power BI and Tableau**. Skilled in **predictive modeling, A/B testing, ETL pipelines, and online experimentation**. Adept at establishing metrics to monitor product health, enhancing user experience, and collaborating cross-functionally with Product, Engineering, and Operations teams.

SKILLS & TOOLS

Programming: SQL, Python, R | **BI & Analytics:** A/B Testing, Predictive Modeling, Online Experimentation

Visualization: Power BI, Tableau, Excel (VBA, Macros) | **Cloud & Big Data:** Microsoft Azure, Databricks, ETL Pipelines

Soft Skills: Communication, Collaboration, Stakeholder Management, Decision-making, Prioritization

Additional Expertise: Business Strategy, Metrics Development, Product Roadmaps, Operations Research

EXPERIENCE

TCS Canada, Toronto, ON

Data Analyst | *Feb 2022 - Jul 2024*

- **Identified growth opportunities** by analyzing large datasets, leading to a 20% increase in operational efficiency.
- Developed **Power BI & Tableau dashboards** to establish key performance metrics and enhance product/service monitoring.
- Queried and **synthesized insights from multiple data sources using SQL**, improving data-driven decision-making.

- Built **predictive models** with Azure Databricks to **forecast demand and optimize resource allocation**.
- Led **A/B testing & online experimentation**, improving product performance and user retention by 15%.
- Developed **ETL pipelines** to streamline data processing, reducing reporting time by 40%.
- Partnered with **Product, Engineering, and Operations teams** to **influence roadmaps and prioritize strategic initiatives**.

Infosys, Mississauga, ON

Systems Engineer | *Sep 2021 - Feb 2022*

- **Optimized Azure cloud infrastructure**, improving system scalability and reducing downtime by 30%.
- **Automated performance monitoring**, decreasing manual workload and improving issue resolution speed.

EDUCATION

Master's Diploma in Data Analytics | St. Clair College, Windsor, ON (2020 - 2021)

Bachelor's in Science, Mathematics | Guru Nanak Dev University, Punjab (2016 - 2019)

PROJECTS & CERTIFICATIONS

- Built an **AI-driven chatbot** using **Lang Chain & Azure Open AI**, improving customer interactions.
- Automated **weekly reporting** with **Excel Macros & VBA**, increasing efficiency by 50%.
- Led **data migration to cloud**, improving security, accessibility, and scalability.
- Developed **business intelligence models** to **optimize financial reporting and operational workflows**.
- **Certifications:** Microsoft Azure Fundamentals, Google Data Analytics