

PRIYANKA JAGOTA

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PROFESSIONAL SUMMARY

Results-driven **Data Analyst** with **2+ years of experience** leveraging **data and analytic frameworks** to optimize operations and **drive strategic decision-making**. Proficient in **SQL, Python, R**, and data visualization tools such as **Power BI and Tableau**. Expertise in **A/B testing, predictive modeling, ETL pipelines, and online experimentation**. Adept at establishing **key performance metrics** to measure product health and enhance **user experience**. Strong collaborator with **cross-functional teams** including **Product, Engineering, Operations, Marketing, and Data Science** to **influence business strategy**. Experienced in **monitoring product and service health**, aligning insights with **business goals**, and presenting recommendations to **senior leadership**.

SKILLS & TOOLS

- **Programming:** SQL, Python, R
 - **Data Analytics:** A/B Testing, Predictive Modeling, Online Experimentation, Business Intelligence
 - **Visualization:** Power BI, Tableau, Excel (VBA, Macros), Looker
 - **Cloud & Big Data:** Microsoft Azure, Databricks, ETL Pipelines, Data Warehousing
 - **Business Strategy:** Growth Optimization, Metric Development, Product & Service Health Monitoring, Stakeholder Influence
 - **Soft Skills:** Communication, Negotiation, Stakeholder Management, Decision-making, Prioritization, Leadership
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EXPERIENCE

TCS Canada, Toronto, ON

Data Analyst (*Feb 2022 - Jul 2024*)

- Leveraged **data and analytic frameworks** to identify **growth and efficiency opportunities**.
- Developed **dashboards, models, and visualization frameworks** to provide teams with **actionable insights**.
- Established **product and service health metrics**, improving **rider and driver experience tracking**.
- Conducted **A/B testing and online experimentation**, increasing **user retention by 15%**.
- Built **predictive models** for **resource allocation and demand forecasting**.
- Designed and maintained **ETL pipelines**, reducing **data processing time by 40%**.
- Partnered with **Product, Engineering, Operations, Marketing, and Data Science** teams to align **insights with business strategy**.
- Presented **findings, recommendations, and results** to **senior leadership and cross-functional stakeholders**.

Infosys, Mississauga, ON

Systems Engineer (*Sep 2021 - Feb 2022*)

- Optimized **cloud infrastructure** using **Microsoft Azure**, improving **system scalability by 30%**.
- Automated **performance monitoring**, reducing **manual workload and improving issue resolution speed**.
- Assisted in **ETL pipeline development** for improved **data management and accessibility**.

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
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