

## PRIYANKA JAGOTA

Toronto, ON, Canada

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## PROFESSIONAL SUMMARY

Results-driven **Data Analyst | Data Scientist** with **2+ years of experience** leveraging **data and analytic frameworks** to optimize operations and **drive strategic decision-making**. Proficient in **SQL, Python** 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**.

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## SKILLS & TOOLS

- **Programming:** SQL, Python, JavaScript, Typescript
  - **Data Analytics:** A/B Testing, Predictive Modeling, Business Intelligence, Financial Modelling
  - **Visualization:** Power BI, Tableau, Excel (VBA, Macros)
  - **Cloud & Big Data:** Microsoft Azure, Databricks, Data Warehousing, Relational Databases, Azure OpenAI
  - **Business Strategy:** Growth Optimization, Metric Development, Product & Service Health Monitoring, Stakeholder Influence
  - **Soft Skills:** Communication, Negotiation, Stakeholder Management, Decision-making, Prioritization, Teamwork
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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** using **Power BI and Tableau** to provide teams with **actionable insights**.
- Queried, cleaned, and analyzed complex data sets using SQL, ensuring data accuracy and compliance with global financial regulations.

- Conducted **A/B testing**, increasing **user retention by 15%**.
- Built **predictive models** for **resource allocation and demand forecasting**.
- 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**.
- Implemented **data validation** steps within reports and pipelines, ensuring accuracy and quality.
- Developed financial models and conducted scenario modeling to assess product profitability, ROI, and cost-effectiveness for capital markets clients.
- **Automated reporting processes**, reducing manual intervention and increasing turnaround speed.

## 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 configuration** for improved **data management and accessibility**.
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## 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*)
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## 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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