

Jaykumar Rathwa

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Summary

Data-driven, detail-oriented Data Analyst; skilled in SQL, Excel, Power BI & Tableau with experience turning complex datasets into clear insights. Proven ability to automate reporting, build dashboards, and support business decisions that improve efficiency and customer outcomes.

Experience

Data Analyst | *Concentrix* | **Moncton, NB** | *November 2020 – May 2022*

- Designed and automated SQL and Excel-based performance reports covering Average Handle Time (AHT), First Call Resolution (FCR), Customer Satisfaction (CSAT), and Agent Productivity, reducing manual reporting workload by 10+ hours weekly.
- Applied ETL processes to clean and merge call logs, CRM records, and QA feedback from multiple sources, improving data accuracy by 15% and reducing manual data preparation time by 20%.
- Built interactive Tableau dashboards that visualized real-time queue volume, resolution rates, and escalation trends, enabling managers to identify bottlenecks and improve operational efficiency by 12%.
- Developed KPIs and automate weekly client performance scorecards, ensuring 100% compliance with contractual reporting standards.
- Delivered insights led to 8% fewer repeat customer calls and a 10% YoY improvement in overall customer satisfaction, directly supporting service quality and retention goals for telecom and retail clients.
- Developed trend analyses and forecasting models in Excel to identify seasonal spikes in call volume and staffing gaps, helping reduce average wait times by 10%.

Technical Sales Specialist | *Rogers Communications* | **North York, ON** | *July 2022 – February 2025*

- Automated sales and performance reports using Excel and CRM analytics, improving data visibility and identifying new revenue streams.
- Analyzed customer datasets to recommend tailored telecom plans, boosting plan adoption and upselling by 10%.
- Partnered with technical teams to resolve complex product issues; leveraged data insights to enhance customer satisfaction and retention.
- Trained colleagues on new reporting tools and best practices, increasing team efficiency.

Projects

Data Analyst - Chinook Music Store Project | *SQL, Tableau, MySQL* | [GitHub](#) | [Tableau](#) | *July 2025*

- Queried telecom churn dataset with advanced SQL joins/aggregations to reveal churn trends by demographics and contract type.
- Built interactive Tableau dashboard (pie, bar, boxplots) highlighting high-value lost customers and retention risks.

Data Analyst - Telco Customer Churn Analysis | *SQL, MySQL, Tableau* | [GitHub](#) | [Tableau](#) | *July 2025*

- Developed SQL queries to identify top customers, revenue by genre/country, and monthly sales trends.
- Designed Tableau dashboards to present insights and support decision-making.

Data Analyst - Superstore Sales Dashboard | *Excel, GitHub* | [GitHub](#) | *July 2025*

- Cleaned and modeled sales data using Excel; created KPI summaries, forecasts, and a dynamic dashboard for trend analysis.

Skills

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|--------------|-------------------------------------------------------------------|
| • SQL | • Excel (VLOOKUP, Conditional Formatting, Pivot Tables) |
| • Python | • Tableau, Power BI (dashboard creation, KPIs, data storytelling) |
| • Java | • Salesforce, Advance Microsoft Office Suite |
| • C++ | |
| • JavaScript | |

Education

Bachelor’s degree, Information Technology | York University | North York, ON | December 2024

Majors: Database Design, Data Analytics & Business Intelligence, IT Governance, Project Management

Diploma, Computer Systems Analyst | Sheridan College | Brampton, ON | August 2020

Majors: Programming & App Development, Systems Analysis, Database Engineering, Networking