Jaykumar Rathwa

+1 (647) 540-8266 • jayrathwa2@gmail.com • LinkedIn • GitHub • Toronto, ON

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*

- Applied ETL processes to extract, transform, and load data from multiple sources, improving reporting accuracy by 15% and reducing manual data prep time by 20%.
- Designed and automated SQL/Excel reports (pivot tables, VLOOKUP, COUNTIF) to track KPIs such as call resolution, customer satisfaction, and agent productivity, cutting manual reporting effort by 10+ hours per week.
- Built dashboards in Power BI/Tableau provided real-time visibility into client performance, enabling managers to act on trends and boosting operational efficiency by 12%.
- Partnered with operations and client service teams to translate business needs into data requirements, ensuring 100% compliance with client reporting standards.
- Delivered actionable insights that reduced repeat customer calls by 8% and improved customer satisfaction (CSAT) scores by 10% year-over-year.

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

- SQL
- Python (Basic)
- Java
- C++
- JavaScript

- Excel (VLOOKUP, Conditional Formatting, Pivot Tables)
- Tableau, Power BI (dashboard creation, KPIs, data storytelling)
- Salesforce, Advance Microsoft Office Suite

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