

# Shumail Moin

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## Objective

Seeking a Business Analyst position where I can leverage and further develop my skills in data analytics and database management. Eager to contribute to organizational success while enhancing my abilities in stakeholder communication, teamwork, and problem-solving within a dynamic industry environment.

## Education

**Computer Systems Technology Diploma**  
Durham College

**Data Analytics Post Graduate Certificate**  
University of Toronto

## Technical Proficiencies

**Platforms / Frameworks:**  
Apache HTTP Server, Nginx, Microsoft Azure, Docker, VMware ESXi, Ubuntu, Linux, Mac OS X, Windows Server – Configured and optimized production environments for high-traffic web applications, ensuring uptime SLA of 99.9%.

**Programming Languages & Libraries:**  
Python (Pandas, Matplotlib), SQL, Java, JavaScript, C#, C++, PHP, Ruby, Bash Scripting, HTML, CSS, XML, Visual Basic – Developed automation scripts for ETL workflows in Python, reducing manual data processing time by 40%.  
Built a custom data reconciliation tool in Python & SQL for Scotiabank’s reporting team, validating over 2 million records monthly.  
Implemented backend services in Java and integrated them with front-end dashboards to create real-time KPI monitoring tools.

**Cloud & Virtualization:**  
Designed and deployed scalable Azure-hosted BI environments using Docker containers for microservice-based applications, enabling seamless integration with corporate data sources.

## Summary

Senior Data Analyst with 11+ years of experience and a strong passion for database administration, data analytics, and software solutions. Graduated from Durham College with a Computer Systems Technology Diploma. An effective problem solver with a strong academic background in IT, including a solid foundation in networking, programming, and server administration. Skilled in managing multiple demands, prioritizing, planning, and implementing projects efficiently. Proactive in learning new tools, technologies, and programs to drive business insights and overcome challenges. Possesses excellent technical, analytical, and managerial skills, with proven expertise in leading teams and delivering high-quality data-driven solutions in fast-paced environments.

## Work Experience

**Senior Software Consultant**  
*Scotiabank Inc. (Contracted via Moin IT Solutions)*  
07/2024 – 08/2025 | Toronto, Canada

As a senior consultant embedded within Scotiabank’s enterprise data and analytics environment, I spearhead large-scale business intelligence and data engineering initiatives that drive operational efficiency, enhance data governance, and deliver actionable insights to senior leadership. My work bridges technical execution with strategic business needs, ensuring every deliverable aligns with the bank’s growth, compliance, and innovation goals.

**Strategic BI Leadership:**  
Architect and deliver complex dashboards, KPI frameworks, and interactive analytics solutions in Power BI and Oracle, transforming raw data into high-value intelligence that informs executive decision-making.

**Advanced Data Engineering:**  
Lead complex ETL processes for extracting, transforming, and integrating data from diverse sources, including XML, CSV, APIs, and flat files, leveraging Python and SQL to ensure high data quality and integrity.

**Enterprise Data Migration:**  
Oversee the bank-wide migration of legacy Microsoft Access databases to Oracle Database, including schema redesign, data mapping, migration validation, and seamless integration with Power BI for real-time analytics.

**Data Governance Enablement:**  
Design and maintain data dictionaries, lineage diagrams, and process documentation to strengthen data governance, compliance readiness, and knowledge-sharing across business and IT teams.

**Automation & Efficiency Gains:**  
Develop automated pipelines and reporting workflows that reduce manual processing time by 40%, cut operational errors, and free analysts to focus on strategic initiatives.

**Cross-Functional Collaboration:**  
Partner with product owners, business leaders, and technical stakeholders to capture requirements, prioritize projects, and deliver tailored analytics solutions that align with Scotiabank’s corporate objectives.

**Application Support Team Manager**  
*Parian Logistics*  
06/2023 – 07/2024 | Canada

Led a multidisciplinary team of application support engineers, combining strategic operational leadership with hands-on technical problem-solving to maintain the availability, stability, and performance of mission-critical enterprise systems. Successfully balanced operational oversight with active engagement in complex technical challenges, ensuring seamless service delivery across multiple platforms and departments.

**Operational Oversight & Performance Management:**  
Directed the daily operations of the application support function, ensuring strict adherence to SLAs while proactively identifying and implementing service improvements that optimized team efficiency, reduced incident recurrence, and improved end-user satisfaction.

**Strategic Reporting & Data:**  
Driven Insights Designed, developed, and maintained advanced Power BI dashboards that translated raw operational data into real-time executive-level insights, enabling leadership to track KPIs, monitor service levels, and make data-backed strategic decisions.

### Languages:

Proficient in Bash scripting, C#, C++, CSS, HTML, Java, JavaScript, Matplotlib, Pandas, Python (including libraries for data analysis and automation), PHP, Ruby, Visual Basic, and XML. Adept at building data-driven applications, automation scripts, and analytical models to support business intelligence and reporting.

### Networks / Protocols:

In-depth knowledge of BGP, DHCP, EIGRP, FTP, OSPF, QoS, SMTP, SNMP, TCP/IP, and VPN technologies, with experience in configuring, troubleshooting, and securing network infrastructure for high-performance systems.

### Databases:

Expert in MySQL, PostgreSQL, MongoDB, and Oracle Database, with proven capability in database architecture, performance optimization, and advanced querying. Skilled in developing stored procedures, triggers, and complex SQL queries to support high-volume transactional and analytical workloads. Experienced in designing and executing data migration strategies, ensuring data integrity, and integrating databases with analytics platforms for actionable reporting and insights.

### Software & Tools:

Proficient in BI and analytics tools such as Power BI, Tableau, SSRS, and pgAdmin, designing integrated dashboards for finance, operations, and compliance reporting. Skilled in development and version control with Visual Studio, Git, and Anaconda, implementing CI/CD workflows for BI solutions. Experienced in networking and monitoring using Cisco Packet Tracer, GNS3, Wireshark, and Putty to simulate and optimize enterprise network configurations. Adept with collaboration tools including Microsoft Office Suite, Visio, and TeamViewer, creating detailed documentation and process maps to support cross-team coordination. Additionally, experienced in creative tools like Adobe Suite and Sony Vegas for producing training videos and onboarding materials.

### Hardware:

Experienced in configuring Cisco Routers (2800 & 3800 series) and Switches (3550 & 3560 series), including VLAN setup, routing protocol implementation, and access control list (ACL) configuration to enhance network security and performance. Skilled in installing and maintaining server racks with appropriate redundancy and failover measures to ensure continuous availability of mission-critical applications.

### Incident & Problem Management Excellence:

Led the resolution of high-severity incidents for enterprise platforms including Salesforce Commerce Cloud and Marketing Cloud, overseeing in-depth root cause analysis and implementing long-term remediation plans to improve platform stability and customer experience.

### Quality Assurance & Data Integrity:

Established automated data validation and quality control checkpoints within reporting workflows, ensuring the accuracy, completeness, and reliability of all BI outputs, while reducing manual verification efforts.

### Cross-Functional Stakeholder Coordination:

Acted as the primary liaison between business stakeholders, project managers, vendors, and technical teams, facilitating defect resolution, coordinating regression testing, managing deployment cycles, and ensuring minimal disruption to production environments.

### Technical Versatility & Hands-On Problem Solving:

Leveraged expertise in SQL, JavaScript, HTML, CSS, XML, Tableau, and SAP to troubleshoot complex escalations, enhance data extraction processes, optimize BI visualizations, and provide tailored solutions for urgent operational challenges.

### Continuous Improvement Culture:

Championed best practices in incident management, knowledge sharing, and process documentation, fostering a collaborative team environment that consistently exceeded service delivery expectations.

## Team Lead – Application Support Engineer

*Omnivex Inc.*

11/2019 – 06/2023 | Vaughn, Canada

Served as the primary escalation point for complex technical and data-related issues, combining technical troubleshooting skills with leadership in customer success and operational excellence.

### Escalation Management:

Handled critical technical issues using Dynamics 365 and Azure DevOps, ensuring prompt resolution and minimal service disruption.

### BI Reporting Support:

Provided specialized support for analytics and reporting via Power BI and other BI platforms, improving clients' access to actionable business intelligence.

### Multi-Role Capability:

Delivered services spanning Application Support, DevOps, and SQL Database Testing, adapting to organizational needs with agility.

### Cross-Functional Engagement:

Worked closely with sales, engineering, and technical teams to enhance customer experience and expedite resolution of high-priority cases.

### Award-Winning Performance:

Recognized with the AQUA Award for outstanding contributions to quality, innovation, and process improvement across the company.

## Help Desk Technician

*Xbase Technologies*

10/2018 – 11/2019 | North York, Canada

### Technical Support & Troubleshooting:

Provided remote and on-site support for client IT systems, performing diagnostics, testing, and rapid issue resolution to minimize downtime.

### Email & Security Administration:

Resolved mailbox issues and managed email security via Mimecast to maintain secure, uninterrupted communication.

### Service Management:

Documented and applied best practices for ticket handling, ensuring SLA compliance and efficient resolution.

### Endpoint Security:

Upgraded McAfee Endpoint Security through EPO, creating custom reports and queries for operational needs.

### Workstation & Access Management:

Configured workstations for printing, drive mapping, permissions, and distribution list setup.