Rohaan Zuberi

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Business Intelligence Analyst

Education and Certifications

Certified Scrum Master (CSM®)   June 2022
Badge ID 1599731, Certificate ID 001373110

Carleton University, Ottawa   May 2022
Master of Applied Business Analytics – Technology Innovation Management

Analytics Projects

- Used Tableau to analyze telecom customer churn data to improve retention by identifying high value customers and churn risks
- Applied data analysis and visualization skills on Tableau to analyze airline passenger survey data to identify areas of improvement for the airline to boost customer satisfaction ratings
- Used SQL to analyze employee data of 9 departments using joins, aggregate functions, clauses and subqueries
- Utilized Python to predict hotel booking cancellations through machine learning and using libraries like pandas, numpy, plotly, sklearn
- Business analyst project – Examined and documented the business model for one of the unicorn companies through identification of resource combinations, business partnerships value propositions, business competencies, scaling priorities and market comparison against existing companies
- Carried out inspection of real-world messy data using SQL to analyze medical patient measurements logged from online portal throughout the day

Professional Experience

Emirates Airline   Dubai, UAE
Warranty Supervisor – Aircraft Procurement   Nov 2016 – Jan 2022

- Interpreted complex problems and leveraged insights from data and metrics by recognizing data trends that stemmed in the identification of 40+ aircraft parts to recover large costs for future replacements across an entire fleet of 200+ aircrafts resulting in incremental cost optimizations
- Identified process anomalies and implemented improvements for day-to-day work across 4 key stakeholders to maximise cost recovery resulting in $500K+ savings and a pipeline for future cost recoveries
- Effectively collaborated with business stakeholders to gather requirements for case studies on 30+ issues that required data analysis and trend study with findings helping stakeholders negotiate with vendors resulting in cost savings over $1.5M
- Collaborated with Product Owner and other members of Scrum Team using the scrum framework across the project lifecycle in effective implementation of technical solutions tools and automating tracking, enhancing user experience and communication activities with 20+ vendors on JIRA
- Utilized data visualisation tools to analyze part usage history over time in order to identify potential flaws such as material deficiency to build business cases for cost recovery or material support from multiple suppliers
- Modeled reports for 50+ ad-hoc case studies highlighting the trends in qualitative and quantitative data types substantiated with reported findings through collaboration with operational and technical teams to leverage insights resulting in cost recovery of $1M+

Emirates Airline   Dubai, UAE
Senior Component Repairs Assistant – Component Management   Sep 2013 – Nov 2016

- Executed the exploration of essential operational reports to consult higher management with key operational decisions aligned with their vision
- Accomplished process improvement by implementing the First In, First Out method for processing of unserviceable components resulting in smoother operations with reduced turnaround time by 2-3 days for essential spares

Technical Skills

- Data collection, data cleaning, data modeling and data analysis (ETL) skills on large and complex datasets using analytics tools
- SQL (JOINS (LEFT, RIGHT, FULL OUTER), WHERE, GROUP BY, HAVING, CTEs and Temp Tables)
- Python libraries (e.g. pandas, numpy, plotly)
- Microsoft Suite (Word, Excel, Visio, Powerpoint, OneNote, Outlook, Project, Access and Teams)
- Good understanding of supervised and unsupervised Machine Learning activities (Classification, Regression, Deep Learning, Natural Language Processing, Topic Modelling, KNN clustering)
- Data visualization tool Tableau and basic knowledge of Power BI and looker for dashboard creation to visualize actionable insights

Leadership & Soft-Skills

- Delivered 15+ presentations to direct and indirect superiors to provide business insights based on analytical case studies and proposed analytical strategies to achieve cost optimizations
- Spearheaded the Scrum Sprint planning, daily stand-ups and retrospectives as department focal for development and deployment of data science and business innovation automation tools, ensuring 100% of the scrum activities were tracked and development was reported effectively across Product Owner and Stakeholders as per the channel strategy
- Delivered 20+ presentations to large audience with data analytics course teachers and peers to provide knowledge base project planning, progress and insights on the proposed activities
- Pitched value proposition and business model for a technology-based start-up idea to venture capitalists and graduate teachers demonstrating business vision
- Conducted Investigation of research journals to identify best innovation literature articles that helped design frameworks for solving 4 real-world business problems through technology innovation, resulting in grades of A+ and A