

# Vismay Lad

10 Glasgow Ave, Scarborough, ON M1K 1C1

[vismay7lad@gmail.com](mailto:vismay7lad@gmail.com) | +1(647)-865 8446

[Linkedin Profile](#)

## OBJECTIVE

---

Goal-driven Computer Science Postgraduate with expertise in data analysis, seeking a Data Analyst position to leverage technical skills, analyze complex data, generate meaningful visualizations, and offer actionable insights, while staying current with emerging technologies for informed, data-driven decision-making and business advancement.

## TECHICAL SKILLS

---

- **Programming Languages:** Python, R, SQL, C/C++, .Net, MATLAB.
- **Operating Systems:** MacOS, Windows, Android, Linux
- **Web Technologies:** JavaScript, CSS3, HTML5, Ticket management.
- **Frameworks:** TensorFlow, jQuery, SCSS, ggplot2, Neural Network Toolbox
- **Databases:** MySQL, MS-SQL Server, Azure SQL
- **Data Visualization:** Power BI, Tableau
- **Integrated Development Environment:** Anaconda, Visual Studio Code, Jupiter Notebook/JupyterLab, RStudio, SQL Server Management Studio (SSMS), visual Code, Join, Root cause.
- **Platform:** Jira, ServiceNow, Core, Confluence

## EDUCATION

---

- ❖ **Postgraduate in Computer Science (GPA: 3.1/4)** Sep 2021 - Apr 2023  
St. Clair college, Windsor
- ❖ **Data Analytics (Grade: A)** July 2019  
Carleton University, Ottawa
- ❖ **Bachelor of Information Technology (GPA: 3.3/ 4.0)** Aug 2016 – Sep 2020  
Gujarat Technological University (SVIT), Ahmedabad, India

## PROFESSIONAL EXPERIENCE

---

- ❖ **Technical support Advisor** Oct 2023 – Present  
**Kelly Services, Mississauga, ON, Canada**
  - Diagnosed and resolved technical issues on diverse devices, such as smartphones, tablets, and computers.
  - Proficiently unlocked accounts and addressed instances of fraud, ensuring a secure and reliable customer experience.
  - Assisted customers in seamlessly backing up and transferring data during device upgrades, guaranteeing a smooth transition for music, contacts, apps, pictures, and videos.
  - Conducted thorough assessments to pinpoint hardware issues, managing the facilitation of physical damage repairs through mail-in or in-store appointments.
  - Educated customers on available protection plans, warranties, and repair options, ensuring informed decision-making.
- ❖ **Intern As Business Data Analyst,** Jan 2023 - May 2023  
**Powertrust, Vancouver, BC, Canada**
  - Applied statistical methods and utilized data analysis tools to examine intricate data sets, extracting valuable insights.
  - Created visually appealing data visualizations and reports to effectively communicate trends and findings to stakeholders.
  - Conducted thorough research on customer behavior, market trends, and competition, leading to actionable recommendations and contributing to data-driven solutions for enhanced performance.

## ❖ Intern and Technical Analyst, UDYOG SOFTWARE (I) LTD (IND)

Jul 2019 - Aug 2021

### Ahmedabad, Gujarat, India

- Collaborated with Technical Support Team to gather client requirements, define system specifications, and customize modules for GST, Payroll, and Mini ERP software.
- Designed and implemented Crystal Reports to accurately present data, ensuring adherence to client specifications.
- Conducted comprehensive testing and resolved software bugs to ensure a seamless user experience.
- Provided prompt technical support to clients, addressing queries and concerns while managing multiple business entities and leading onsite teams for efficient project delivery.

## EXTERNAL PROJECT

---

### ❖ Electricity Power trust Dashboard (2023)

- **Description:** Creating dashboards with electricity meter data, contracts, and impact metrics.
- **Technology:** Python, TensorFlow, ggplot2, Windows, Anaconda, Jupyter, Power BI, Tableau, Excel.
- **Results:** Improved transparency and efficiency in the electricity sector through the development of an insightful dashboard, enabling data-driven decision-making and continuous enhancement based on stakeholder feedback.

### ❖ GST, Payroll & Mini ERP (2020)

- **Description:** Created Windows app for manufacturers/traders to manage buying, selling, inventory, and billing of transmission parts.
- **Technology:** Implemented 3-tier architecture with SQL Server for data access and UI.
- **Results:** Implemented and customized modules for production planning, conducted application testing, generated reports using Crystal Reports, and provided central support for multiple business entities.

### ❖ Healthcare related Application (2020)

- **Description:** Led a team of four to develop a comprehensive health application, including a health app and a wellness app, using HTML, CSS, JAVA, and C++ in Visual Studio Code.
- **Technology:** HTML, CSS, JAVA, C++, Visual Studio Code.
- **Results:** Successfully developed a comprehensive health application, incorporating patient data management and addressing various aspects of health, as a team leader with four members.

## CERTIFICATIONS

---

- ❖ Scrum: The Basics | [LinkedIn Learning](#) | Nov 26, 2022.
- ❖ Project management | [LinkedIn Learning](#) | Nov 18, 2022.
- ❖ Microsoft Project 2019 | Project online Desktop Essential training | [LinkedIn Learning](#) | Nov 17, 2022.
- ❖ Agile Foundations | [LinkedIn learning](#) | Nov 01, 2022.
- ❖ Project management | Foundations in small Projects | [LinkedIn learning](#) | Sep 23, 2022.
- ❖ SQL Intermediate | Introduction to SQL server | [Data Camp](#) | Mar 6, 2022.
- ❖ Tableau Essential Training | Curt Frye | [LinkedIn Learning](#) | November 28, 2021.
- ❖ Python Essential Training | Bill Weinman | [LinkedIn Learning](#) | Nov 28, 2021.
- ❖ Building Chatbots | Google DialogFlow | [LinkedIn learning](#) | Nov 21, 2021.
- ❖ Data Ethics | Making Data – Driven Decisions (2020) | [LinkedIn Learning](#) | Nov 13, 2021.
- ❖ Intermediate Python | Exploratory Data Analysis in python | [Data Camp](#) | Nov 01, 2021.
- ❖ Cloud Computing | [Data Camp](#) | Sep 12, 2021.