Vismay Lad

10 Glasgow Ave, Scarborough, ON M1K 1C1

vismay7lad@gmail.com | +1(647)-865 8446

Linkedin Profile | Portfolio

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, GitHub, Git
- **Data Visualization**: Power BI, Tableau
- **Integrated Development Environment**: Anaconda, Visual Studio Code, Jupiter Notebook/JupiterLab, 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**
Kelly Services, Mississauga, ON, Canada   Oct 2023 – Present
  - 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, Jupiter, 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.