

Data Analyst | Business Analyst | Operations Analyst

Analytical and detail-oriented professional with hands-on experience in analyzing operational, customer, and business data to generate actionable insights that support decision-making and process improvement.

Proficient in SQL, Python, Power BI, Tableau, Excel, and data visualization tools for reporting, dashboard development, and performance analysis. Skilled in data validation, trend analysis, KPI reporting, and business process evaluation across operations, customer service, logistics, and financial environments. Strong ability to transform complex datasets into meaningful recommendations that improve efficiency, reporting accuracy, and business outcomes.

Areas of Expertise

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| • Data Analysis & Business Intelligence | • Business Process Improvement | • Data Cleaning |
| • Decision Support & Strategic Planning | • Operations Analytics & Reporting | • Statistical Analysis |
| • Dashboard Development & Visualization | • Predictive Analytics & Forecasting | • Reporting Automation |
| • SQL Query Development & Optimization | • Financial Data Analysis/Reporting | • Stakeholder Collaboration |
| • KPI Measurement/Performance Tracking | • Data Validation/Quality Assurance | • Customer Behavior Analysis |

Technical Skills

Data Analytics: SQL, Python, R, Statistical Analysis, Predictive Analytics, Machine Learning, Data Modeling, Data Mining

Business Intelligence: Power BI, Tableau, Looker Studio, KPI Reporting, Interactive Dashboards, Executive Reporting

Database Technologies: PostgreSQL, MySQL, Presto SQL, Database Design, Query Optimization, Data Validation

Data Management: ETL Processes, Data Cleansing, Data Transformation, Data Integration, Data Governance

Analytics Libraries: Pandas, NumPy, SciPy, Scikit-learn, Matplotlib, Seaborn, TensorFlow, PyTorch

Web & Data Collection: Selenium, BeautifulSoup, Web Scraping, API Integration, Google Tag Manager, GA4

Business Applications: Microsoft Excel (Pivot Tables, VLOOKUP, Macros), Microsoft Word, PowerPoint, Google Workspace

Collaboration & Productivity: Git, GitHub, JIRA, Agile Methodologies, Scrum Framework, Team Collaboration

Operations Systems: Warehouse Management Systems (WMS), Operational Reporting, Performance Tracking

Professional Experience

Operations Associate | Amazon Delivery Station - London, ON 2025 - Present

Analyzed operational metrics, package flow data, and performance indicators to support efficient last-mile distribution activities. Monitored workflow trends, identified process bottlenecks, and contributed to operational improvements that enhanced productivity and service levels. Utilized warehouse management systems and reporting tools to maintain data accuracy, support performance tracking, and ensure timely package processing. Collaborated with teams to improve operational efficiency, inventory accuracy, and delivery readiness within a high-volume logistics environment.

Key Accomplishments:

- Exceeded productivity targets by 10–15% through analysis of workflow efficiencies and process optimization initiatives.
- Maintained 99% processing accuracy while handling 1,500+ packages per shift using operational tracking systems.
- Reduced dispatch delays by 10% through proactive identification and resolution of routing and staging exceptions.
- Improved operational throughput by analyzing and resolving package processing discrepancies.
- Supported on-time delivery performance through accurate operational reporting and workflow co-ordination.

Data Analyst Intern | Sense of Beauty SPA & Brow Bar - Niagara Falls, ON 2025

Collected, analyzed, and interpreted customer, booking, website, and operational data to support business performance and customer engagement initiatives. Developed dashboards and reporting solutions using Power BI, Looker Studio, SQL, and Excel to provide visibility into KPIs, revenue trends, customer behavior, and service performance. Performed data validation, transformation, and trend analysis to support data-driven business decisions and operational improvements.

Key Accomplishments:

- Reduced reporting effort by 40% through automated Power BI dashboards for bookings, revenue, and operational metrics.
- Increased customer retention through analysis of customer behavior, service trends, and engagement patterns.
- Improved reporting accuracy by transforming and validating operational data using Excel, SQL, and Power BI.
- Enhanced scheduling efficiency by 15% through dashboards tracking service demand and marketing performance.
- Improved customer journey visibility through GA4 event tracking and Google Tag Manager implementation.
- Identified top-performing services and demand trends to support promotional and operational strategies.

Additional Experience

Associate Data Analyst – Client: CCIL/RBI | Munimshree Accounting & Tax Services – Dakor, GJ 2018 – 2019

Analyzed financial and transactional datasets to support reporting, compliance, reconciliation, and operational decision-making activities. Developed reports and dashboards, performed data validation, and supported stakeholders with actionable insights related to payment processing, settlement activities, and financial performance metrics.

Key Accomplishments:

- Minimized reporting errors and improved data integrity through enhanced validation and reconciliation controls.
- Accelerated reporting turnaround through automation of Excel reports and analytical models.
- Increased financial reporting efficiency through KPI dashboards and monitoring solutions.
- Improved visibility into clearing and settlement operations through transaction data analysis.
- Enhanced audit readiness through structured reporting and data verification processes.

Key Projects

PM2.5 Air Pollution Analysis & Forecasting | Python, SQL, Power BI

Engineered analytics workflow to process, transform, and evaluate large-scale environmental datasets using Python and advanced statistical techniques. Applied exploratory analysis, predictive modeling, and visualization methodologies.

- Built an end-to-end analytics pipeline for multi-year NAPS air quality datasets, improving data readiness for modeling.
- Evaluated Linear Regression, Random Forest, ARIMA, and SARIMA models to forecast PM2.5 levels.
- Identified NO₂ as the key pollution driver through multivariable environmental analysis.
- Developed interactive Power BI dashboards visualizing pollution trends and regional risk patterns.
- Created reproducible analytical documentation and GitHub repositories supporting scalability and knowledge sharing.

Car Dealership Database Management System | MySQL

Designed and implemented relational database architecture to support dealership operations, customer management, inventory tracking, sales reporting, and service administration.

- Eliminated data redundancy by developing a fully normalized database architecture supporting eight business entities.
- Improved data accessibility through structured database relationships and optimized schema design.
- Generated sales, customer, and service insights using advanced SQL queries and reporting techniques.

Education & Certifications

Master of Data Analytics | University of Niagara Falls, Canada – Niagara Falls, ON

Master of Commerce in Advanced Accounting | Sardar Patel University – Gujarat, India

Databricks Fundamentals | Databricks

Google Cloud Fundamentals: Core Infrastructure | Google Cloud

Data Visualization: Storytelling | LinkedIn Learning

Supply Chain & Operations | Council of Supply Chain Management Professionals (CSCMP)

Professional Credentials

Educational Credential Assessment (ECA) | World Education Services (WES)