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Experienced young professional, sharply exposed to CRM back end development, as well as advanced analytics on large scale financial, operational and scientific datasets

**Software Capabilities:** SQL, Python, VBA, JavaScript/Google Script, R, SPSS, E-Editor, PHP, MS Office

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## Professional Experience

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**Business Analyst** (2016-Current)

**Home Water Inc.**

- Initiated and owned 6 operationally vital projects for automation of processes that used a large amount of company resources. Integrated SQL, VBA and Python scripts which reduced the processing of Sales Commissions from 1 day and 3 people to 20 minutes and 1 person
- Acted as the main liaison between Financial, IT, and Operations departments ensuring interproject compatibility. Mediated CRM transfer by collaborating with all parties in Financial and Operations departments. Through gaining deep understanding of BAU processes and managing new CRM requirements, ensured that the day-to-day operations continued with no issues post transfer
- Led the billing operations for the largest segment of the company's customer base by integrating novel data architecture into the process, resulting in the elimination bugs that caused 30% of tickets with the customers
- Influenced company decisions and provided management with KPIs that were used to drive company wide operations
- Developed code in SQL, Python, JavaScript, VBA, PHP, Java, Batch and Bash to automate tasks

**Data Science Analyst Intern** (2015-2016)

**Centre for Biodiversity Genomics, University of Guelph**

- Developed a virtual neural network for scoring images by ease of specimen identification
- Tested hypotheses about the importance of specific image segmentation parameters to the accuracy and precision of the neural network
- Extracted and analysed information from processing logs of the validation constructor
- Improved the clarity of conference presentations by designing customized and unique data visualizations

**Laboratory Technician** (2013-2015)

**Donnelly Centre for Cellular and Biomolecular Research, University of Toronto**

- Managed quality control of reagents used in large scale as reliable and steady source for laboratory operation

**Statistical Assistant** (2013)

**Forum Research Inc.**

- Validated consistency of research methodology between waves of a large customer experience tracking survey
- Analyzed cross-tabs and regression analysis output in search of survey response patterns with sufficient statistical significance, value, and relevance to the business stakeholders
- Designed SQL queries as part of a process optimization project to deliver data efficiently from data collection database to the reporting system

**Laboratory Research Assistant** (2009-2012)

**Canadian Centre for DNA Barcoding, University of Guelph**

- Designed Excel VBA powered worksheets to automate the analysis of DNA sequencing success rates between multiple barcode markers and taxonomic groups
- Maximized success of data extraction by coordinating multiple DNA sequencing projects sourced from South Africa, the Canadian Arctic, Madagascar, Costa Rica, and Indonesia (about 10,000 specimens)
- Ensured data quality by using a Neighbor-Joining statistical analysis to build phylogenetic trees and verifying sequences against the world nucleotide database

## Education

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**University of Toronto** (2011-2015)

- BSc. (Hons.), Pharmaceutical Chemistry Specialist
- Honours thesis: "Investigating influence of education, age and gender on preoperative anxiety in patients"
- Relevant courses: Analysis, Complex Variables, The Practice of Statistics, Linear Algebra

## Miscellaneous

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- Passed CFA level I exam on June 4<sup>th</sup>, 2016 (CFA level II candidate)
- Lean Six Sigma Green Belt (McGill University)
- Received Outstanding Academic Union Award as elected treasurer of Pharma Chemistry Students Union
- Wrote PCAT (Percentile- 92)