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QUALIFICATION SUMMARY

Data Analyst and Business Analyst with hands-on experience supporting digital products, translating business needs into functional requirements, and working closely with technical teams. Proven ability to analyze data, document system requirements, support end users, and improve workflows in Agile and cross-functional environments. Strong foundation in SQL, Python, Power BI, user acceptance testing, and stakeholder communication. Passionate about supporting data-driven digital products that improve customer experience and operational efficiency.

CORE SKILLS & TECHNOLOGIES

- **Business & Product Analysis:** Business Requirements Analysis, Functional Requirements & User Stories, Acceptance Criteria & Test Cases, Stakeholder Collaboration, Product Support & Issue Tracking, Change Request Documentation, Workflow Optimization, Customer Support.
- **Data & Technical Skills:** SQL (Queries, Data Validation), Python (Pandas, NumPy), Power BI & Tableau (Dashboards, Reporting), Excel, ETL & Data Integration, Data Management & Data Quality, Microsoft Fabric, R, Machine Learning (Foundational), Predictive Modeling, Generative AI**,** Statistical Analysis, Marketing Analytics, Campaign Performance Analysis, Customer Insights, Digital Analytics, Cloud Computing (AWS), BigQuery Concepts.
- **Tools & Methodologies:** Agile / Product Management Concepts, Power Apps, SharePoint, Documentation & Process Mapping, UAT Support & Validation, Reporting & Analytics, Data-Driven Decision Making.

EDUCATION

Trent University **Peterborough, ON**
Master of Science, Applied Modeling & Quantitative Methods, Data Science and Analytics. **Expected Aug 2027**

Southern Illinois University Edwardsville, **Edwardsville, IL**
Master of Business Administration, Management Information Systems **Awarded May 2026**
Bachelor of Science in Mass Communication, Applied Communication Studies **Awarded Dec 2024**

Relevant Coursework: Database Design, Software Systems Design, Intro to Business Intelligence and Analytics, Statistical Aspects Modelling, Foundations of Modelling, Data Visualization, Information Systems and Technology, Strategic Management, Decision Making, Strategic Management.

WORK EXPERIENCE

Southern Illinois University Edwardsville Center for Predictive Analysis (C-PAN) **Edwardsville, IL**
Data Analytics Graduate Assistant **Nov 2024 – August 2026**
• Developed data-driven solutions by gathering stakeholder requirements, translating business needs into analytics workflows, and delivering scalable reporting solutions using **SQL, Python, Power BI, and Excel**.
• Built and maintained data pipelines by cleaning, transforming, validating, and integrating datasets from multiple sources to ensure accurate and reliable reporting.
• Performed **SQL-based data manipulation, joins, filtering, and validation** to identify data quality issues and improve data accuracy across analytical projects.
• Created interactive **Power BI dashboards and visualizations** to communicate insights, measure performance trends, and support strategic decision-making for business stakeholders.
• Conducted exploratory data analysis and statistical analysis to identify patterns, trends, and opportunities for process improvement.
• Troubleshot data inconsistencies, performed quality checks, and collaborated with multiple teams to resolve reporting and integration issues.
• Automated reporting and workflow processes using **Power Apps**, reducing manual processing time by **40%** and improving operational efficiency.
• Presented technical findings and analytical recommendations to both technical and non-technical audiences through dashboards, reports, and presentations.

Southern Illinois University Edwardsville Engagement Center **Edwardsville, IL**
Engagement Center Supervisor **Nov 2023 – Nov 2024**
• Managed operational reporting processes by validating data submissions, maintaining data accuracy, and ensuring consistency across internal systems.
• Analyzed performance metrics and operational data using **Excel** to identify trends, improve workflows, and support team decision-making.
• Served as a business-facing support resource by troubleshooting system issues, communicating process improvements, and assisting users with technical questions.
• Documented workflows, communicated system updates, and supported adoption of new processes across cross-functional teams.
• Maintained detailed records and quality checks to ensure accurate reporting and compliance with operational standards.

Cummins Inc. **Fridley, MN**
Fridley Plant Communications Intern **May 2024 – Aug 2024**
• Partnered with business and technical stakeholders to gather requirements, identify communication challenges, and support digital transformation initiatives within an enterprise environment.
• Conducted 50+ stakeholder interviews to collect qualitative data, identify process gaps, and provide insights for improving employee engagement strategies.
• Collected, analyzed, and presented operational data insights to support leadership decision-making and business improvement initiatives.
• Collaborated with cross-functional teams to design and implement an internal digital platform, increasing employee engagement by 40%.
• Translated stakeholder needs into actionable solutions while communicating technical concepts effectively to both technical and non-technical audiences.