HIMA PANCHAL

(Google Certified Data Analyst) (willing to relocate anywhere in Canada, Canadian Citizen)

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Toronto, ON

Career Objective

Analytical and solution-oriented Data Analyst obsessed with process improvement through automation, utilizing advanced data analysis tools such as Power Apps, Power BI, Excel VBA, and Python for data visualization and reporting. With 3 years of experience in advanced data analysis, financial operations reporting, and marketing data analysis, along with 5+ years of experience in financial operations—including wealth operations (investments) and small business cash management in retail, business, and commercial banking—I have developed an analytical mindset, strong verbal and written communication, curiosity to explore new technologies to improve business operations skills to effectively present complex data-driven insights to technical and non-technical stakeholders through meaningful visualizations.

Work Experience

MANULIFE (CORE RESOURCES)-NEW BUSINESS ASSOCIATE Waterloo, On Dec 2024-Present

- Created a **Power App** to automate report submissions, reducing manual effort by 30%. Designed interactive forms that reduce manual data input and improve accuracy.
- Integrated **Power Apps** with Excel and SharePoint to automate repetitive tasks assigned as an ad-hoc project as a passion for continuous improvement.
- Improved Excel process efficiency by reducing manual effort to ~50% through workflow optimization and automated reporting by streamlining manual processes using Python scripts, Excel formulas and Excel VBA, Power Automate workflows and Macros. Supported various ad-hoc reporting initiatives using Power BI and data modelling techniques.
- Process Personal Plan for Client Onboarding and RRSPs plan changes, ensuring accuracy, compliance, and adherence to policies.
- Maintain detailed documentation of all updates for audit and quality assurance purposes. Presented various procedures and process improvement during stakeholder meetings.

BRAND MOMENTUM - DATA ANALYST Mississauga, ON, May 2023 to Jun 2024

- Created, Designed and maintained 150+ ad-hoc reports and 7+ SPIFF (Incentive Reporting) reports using **Excel using Macros and basic VBA, MS Access, Power BI,** and **Python**, analyzing sales and survey data for clients including Walmart (JVF), Tim Hortons, and GSK. Automated manual reporting processes, saving 20+ hours weekly by migrating workflows to Power BI from Excel, and presented actionable insights and possible process improvements to executives and clients to save manual efforts my leveraging new technologies.
- Collaborating with cross-functional teams in HR to implement **data governance** measures and improve data quality by creating a guided format and resource guide for the HR department by evaluating inefficient process. Recorded Macros for multiple repetitive tasks increasing efficiency of tasks by 50%, saving 30 manual hours per week.
- Conducted and created training guides and training sessions on **Power B**I usage and **SharePoint** for Internal and external account managers.
- Utilized **Power Query** to clean and transform raw datasets, automating data preparation for analysis. Created custom queries to merge, filter, and shape data efficiently in **Excel** and **Power BI**. Automated data retrieval and transformation tasks using Python, reducing manual efforts by 50% and enhancing workflows with optimized SQL indexing, and CTEs.
- Conducted data quality assessments and implemented data governance practices, ensuring the integrity, security, and quality of data across multiple projects, leading to 80% improvement in data accuracy

SCOTIABANK- DATA/RESEARCH ANALYST - INTERNSHIP TORONTO, ON, March 2022 to Apr 2023

- Conducted **qualitative** and **quantitative** research from raw data from as400, providing data-driven recommendations for process optimization. Developed compliance models by analyzing transaction and payment data to identify risks. Maintained and updated databases to track revenue, compliance, and enforcement outcomes.
- Articulating meaningful insights from raw data by cleaning the data by creating **optimized reusable SQL scripts** and **advanced Excel** functions.
- Established best data governance practices for branch management, pull requests, version control and code reviews in **GitHub**, **Git** and **Bitbucket**, improving code quality and team efficiency. Creating reports and presenting findings to stakeholders, effectively communicating the results to both technical and non-technical audiences, using **Power BI by** using

DAX, calculated columns and measures with **Row Level Security.** By Implementing RLS in Power BI ensures that stakeholders can only access the data they are authorized to see. This aligns with the principle of data privacy and access control, crucial for compliance with regulations like GDPR or PIPEDA.

SCOTIABANK- TECHNICAL SUPPORT ANALYST (BUSINESS PAYMENTS) SCARBOROUGH , ON, Jun 2019 to Apr 2023

- Created **Power BI dashboard** and presented in Huddle for Managers and for Team KPI's such as Consistent Best Performers, Consistent Best Performer for the Bank Vs Best Performer for the individual NPS score using the knowledge of Internship driving the result MoM increase in 50% and team engagement increment to 90%.
- Created and organized knowledge bases/guides in **Confluence**, improving onboarding efficiency using Agile methodologies and reducing query resolution times by 25%. Streamlined issue tracking and resolution by setting up automation rules in **JIRA**, reducing ticket response times by 30%.
- Liaise with Technical Support Analysts, Managers, Senior Technical Analysts, Concierge Support Analysts, Client Relationship Managers, and Branch managers to obtain guidance in solving customer problems, which led to an increase in customer satisfaction

SCOTIABANK- E-CUSTOMER ASSOCIATE (CREDIT CARD, INVESTMENT AND BUSINESS BANKING) Toronto, ON, Apr 2019- May 2022

- Appointed as an **Operational Analyst in** Focus Group and was assigned role gave valuable Feedback to improve the process for the Back-to-Basics team by participating in the Pilot Program to create a Fraud and Dispute guide/resource published on SharePoint for employees which reduced wait times from 2 hours to 2 minutes.
- Boosted engagement activities by 40% during COVID by conducting surveys, organizing games, and creating polls via presenting visuals created in Tableau for the progression of the team KPI, NPS Survey, first call resolution; recognized as "**Engagement Champion**" and awarded "**Best of the Best**" for exceptional contributions for going above and beyond.
- Assisting agents as a Subject Matter expert in responding to inbound call support initially, analyze the customer's query, and provide resolutions through effective oral and written communications, leading to an increase in first call resolution. Handled Investments calls during RRSP season during large call volume deflection initiatives by creating PEGA guides.

Education

DATA SCIENCE INFINITY BOOTCAMP (ONGOING)   Jun 2024 to Present (Expected April 2025)
Focusing on Machine Learning (Linear and Logistic Regression, Supervised and Unsupervised, Random Forest), NLP, Cloud Computing, AWS, SQL, Python, R, Tableau

MICROSOFT DATA ANALYTICS BRIDGING PROGRAM – Access Employment - Scarborough ON

COMPUTER ENGINEERING TECHNOLOGY– NAIT (Northern Alberta Institute of Technology)
Specialized in SQL, Normalization Web Development (HTML, Agile Methodology, C#, SDLC, Advanced SQL, and Database Management.

Projects

CREDIT CARD GOODWILL ADJUSTMENT - EXCEL ANALYSIS SCOTIABANK PROJECT | SCARBOROUGH, ON
Tools Used**: SQL, Excel, Power BI**

- Created an **information model** to track goodwill adjustments in credit card transactions by utilizing historical payment data and transaction records.
- Designed a **Power BI** dashboard to visualize KPIs (e.g., adjustment trends by region, transaction volumes) and presented findings to senior leadership, resulting in enhanced adjustment accuracy and compliance monitoring.

SURVEY DATA ANALYSIS FOR HR- EMPLOYEE SATISFACTION BRAND MOMENTUM PROJECT- Quantitative Research Work Project | Mississauga, ON
Tools Used: **Excel (Pivot Tables, Statistical Functions), Python (NumPy, Pandas), SQL, Power BI**

- Performed **quantitative research** by analyzing employee satisfaction survey data from a workforce of over 1,000 employees, identifying key factors influencing employee happiness and retention. Cleaned and processed raw survey data using **Excel and SQL**, and applied **statistical techniques** (mean, variance, regression analysis) to identify correlations between employee satisfaction and work environment factor
- Delivered a comprehensive report with actionable recommendations to **HR leadership**, resulting in policy changes that led to a 15% increase in employee satisfaction scores within 6 months. Conducted **regression analysis** to determine the impact of variables such as salary, workload, and team dynamics on employee satisfaction scores.