

SHUVAM JAGGI

BUSINESS ANALYST - Data Analysis Tools, Project Management, Data Visualization

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SKILLS

- **Programming Languages:** Python, R, SQL for data analysis, data manipulation, and reporting automation.
- **Data Analytics:** Power BI, Tableau, Excel for dashboards, data visualization, business insights.
- **Cloud & Platforms:** Microsoft Azure for data handling, basic cloud-based analytics, and workflow integration.
- **Business Analysis:** Requirements gathering, KPI-driven reporting, A/B testing, and stakeholder engagement.
- **Methodologies & Tools:** Agile, Waterfall, data analysis, analytical reasoning for insights and coordination.

WORK EXPERIENCE

Operations Coordinator (Storefront Team Member)

March 2023 - March 2026

For M5 Management Inc.; CampbellView Entreprises (Tim Hortons)

Halifax, NS

- Processed 100+ daily POS transactions with 99% accuracy, ensuring reliable financial handling and smooth operational workflow across shifts.
- Managed inventory using FIFO practices, reducing waste by 15% through timely reporting of shortages and improved stock monitoring system.
- Monitored service speed and order accuracy metrics, improving peak-hour efficiency by 20% while maintaining consistent customer satisfaction standards.

PROJECTS

Customer Churn & Revenue Analysis

GitHub Repository

- Cleaned and transformed datasets using SQL, improving data quality consistency by 25% for reliable analysis workflows and reporting accuracy.
- Analyzed churn rates and revenue trends in R, identifying key category driving 18% recurring sales growth and business optimization insights.
- Built ARIMA and ETS models, improving churn prediction accuracy by 20% for effective cautious customer retention planning decisions.

Canada Household Expenditure Analysis & Forecasting

GitHub Repository

- Processed Statistics Canada data using R, improving dataset consistency and reducing cleaning errors by 22% for accurate analytical reporting workflows.
- Conducted expenditure trend analysis, identifying shelter category growth contributing 15% of total household spending increase across national datasets.
- Developed ARIMA models, improving expenditure prediction reliability by 20% for accurate long-term strategic 2022-2024 financial projections.

Customer Churn & Revenue Analysis

GitHub Repository

- Analyzed 3,900+ records using Python, SQL, and Power BI, improving customer segmentation accuracy by 25% for enhanced data-driven decision insights.
- Built SQL queries with cohort analysis and joins, increasing insight extraction efficiency by 20% for business reporting and performance evaluation workflows.
- Designed Power BI dashboard, improving revenue visibility and decision-making speed by 18% across key KPIs for real-time strategic business insights.

EDUCATION

Junior Data Analyst Program

August 2025 - November 2025

NPower Canada - Halifax, NS

Post-Baccalaureate Diploma in Business Analytics

January 2023 - December 2024

Cape Breton University - Sydney, NS

CERTIFICATIONS

- **IBM Data Analyst Professional Certificate** - IBM - November 2025
- **Microsoft Azure A1900 Professional Certificate** - Microsoft - September 2025