

Smruti Shah

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Technical Skills

- **Data & Analytics:** Python (Pandas, NumPy, NLP), SQL, R (basics), Excel (Power Query, VBA, Macros), Power BI, Tableau
- **Risk & Reporting:** Data Modeling, Risk Analysis, Regulatory Reporting, UAT, Audit Documentation, Governance & Controls Validation
- **Data Platforms & ETL:** Oracle ODI, Azure Databricks, MySQL, MongoDB, OLAP Cubes, Data Pipelines
- **Collaboration & Tools:** JIRA, Confluence, GitHub, MS Visio, Lucid chart, Postman (API Testing), Google Analytics
- **OS & Environments:** Windows, macOS, Linux

Education

Conestoga College, Ontario, Canada

- Reporting Systems and Database Development (May 2024 – Dec 2024)
- Software Quality Assurance and Test Engineering (May 2023 – Dec 2023)

Indus University, India

- Bachelor of Computer Applications (Jun 2019 – Aug 2022)

Professional Experience

Customer Service Desk | Walmart

Feb 2025 – Present

- Processed 100+ transactions daily, ensuring accuracy and compliance with audit and policy requirements.
- Reduced wait times at self-checkout by 20% through workflow optimization and rapid issue resolution.
- Maintained error-free refund and compliance records, reducing shrinkage and supporting governance controls.
- Partnered with managers on issue escalation, consistently meeting SLA targets for resolution.
- Promoted financial compliance programs (e.g., Rewards Mastercard), improving customer engagement and awareness.

Data Analyst Intern | MentorPower Software Co., India

Jun 2020 - May 2021

- Built and maintained Power BI dashboards tracking regulatory KPIs, enabling senior leaders to spot control gaps.
- Conducted UAT and system validations, ensuring reporting aligned with compliance and audit objectives.
- Automated ETL workflows, reducing manual reporting by 30% and improving audit efficiency.
- Reconciled large multi-system datasets, eliminating discrepancies and ensuring audit-ready data integrity.
- Delivered board-level insights and ad hoc analytics that informed risk management decisions.
- Collaborated cross-functionally in consulting-style projects, improving data transparency and risk analysis.

University Projects

AI-Powered Business Directory | Feb 2025

- Led requirements gathering and development of a Flask-based AI system that extracts and classifies business details by industry.
- Designed front-end workflows in HTML, CSS, JS to allow users to submit and update data, improving usability and engagement.
- Produced weekly reports using Google Analytics to measure business directory growth and adoption.

Amazon Sales Analysis Using ETL, OLAP, and ODI | Nov 2024

- Designed ETL pipeline to transform Amazon sales data into actionable insights for revenue and vendor performance trends.
- Built OLAP cube for multidimensional analysis, enabling faster executive reporting.
- Automated workflows in Oracle ODI, improving efficiency of sales data processing.

ETL Pipeline Development | Oct 2024

- Created SQL-based test scenarios to validate transformation logic, ensuring clean and reliable reporting datasets.
- Modeled data into a star schema, reducing query execution time by 40%.

ABC Company IT Dashboard Analysis | Oct 2024

- Partnered with stakeholders to define KPIs for system uptime, cybersecurity threats, and incident response.
- Built interactive Power BI dashboard with automated refresh cycles, reducing reporting time and enhancing decision-making.

Global Education Data Analysis | Sep 2024

- Cleaned and transformed education datasets with Python and SQL to improve reliability.
- Built Tableau dashboards to present regional literacy and enrollment insights, supporting better policy discussions.

Certificates

- **ECBA Certification** | IIBA
- **Microsoft Azure Fundamentals** | Microsoft (Apr 2025)
- **Google Data Analytics** (Foundations, [Data Exploration](#), Data-Driven Decisions) | 2024–2025
- **Cypher Fundamentals** | Neo4j Graph Academy (Jul 2024)