

# SHIVANI PUROHIT

**BUSINESS ANALYST - Data Analysis, Project Management & Stakeholder Communication**

✉ [shivanipurohit181199@gmail.com](mailto:shivanipurohit181199@gmail.com)

☎ +1 519-731-1602

📍 Ontario

in [LinkedIn](#)

## SKILLS

---

- **Business Analysis & Documentation:** Requirements Gathering, Stakeholder, Gap and SWOT Analysis
- **Data Analysis & Visualization:** SQL, Excel, Tableau, Power BI, KPI Dashboards, Data Interpretation
- **Project Delivery:** Agile & Scrum Methodologies, Jira, Confluence, Sprint Planning, Backlog Management
- **Process Mapping & Optimization:** Visio, Value Stream Mapping, Root Cause Analysis, Business Processes
- **Technical & Productivity Tools:** MS Suite, Salesforce CRM, Expertise in Python, Reporting & Presentations

## WORK EXPERIENCE

---

### Process Associate

*Amazon Fulfillment Centre*

**September 2024 – Present**

*Hamilton, ON*

- Validated Product bar-codes and timestamps while processing 190 units per hour on average, sustaining defect rates under 2% and aligning all shifts with documented accuracy targets across weekly internal audit records.
- Facilitated cycle delays and reallocated staging zones, resolving order workflow bottlenecks in fulfillment centers and increasing hourly throughput by 15%, preventing late handling of over more than 45 shipments each night.
- Monitored fulfillment pipelines via internal dashboards daily, promptly escalating urgent parcels to guarantee 100% of time-sensitive shipments cleared cutoff windows while carefully recording steps for managerial reference.

### Shift Supervisor

*Tim Hortons*

**January 2023 – February 2024**

*Ontario*

- Directed daily workflows for 12 team members per shift, distributing efficient counter, drive-thru, and cleaning tasks to cut average queue times by 18% while maintaining full compliance with food handling regulations.
- Delivered structured, hands-on training to 15 new hires on register, beverage, and sanitation operations, improving order accuracy rates by 22% and reducing onboarding duration by three days per cohort in work shifts.
- Balanced daily cash transactions averaging \$4,500, reconciling accurate discrepancies under 0.5%, and documenting through corrective actions while coordinating closely with management during quarterly audits.

### Front Desk Assistant

*Chuck's Roadhouse Bar and Grill*

**April 2023 – December 2023**

*Guelph, ON*

- Managed customer seating and wait lists for over 120 patrons per shift, resolving customer inquiries, improving table turnover rates by 18%, and raising overall dining satisfaction as measured by guest feedback surveys.
- Coordinated front-of-house operations during peak hours, streamlining order relays and staff assignments to reduce front desk service delays by 22% and enhance overall guest experience across all shifts and scenarios.
- Assessed live guest feedback and thoughtfully tailored responses to diverse needs, boosting repeat patronage by 15% while strengthening customer communication and collaboration across a team of more than 10 employees.

### Junior Business Analyst

*ABNX Solutions*

**June 2021 – November 2022**

*India*

- Conducted 12+ stakeholder interviews and requirement workshops, processing & documenting detailed BRDs that improved project alignment and reduced scope revisions by 20% across three critical product lines.
- Drafted and modeled operational workflows using tools like Visio and Lucidchart, identifying redundancies that lowered task completion time by 25%, increasing cross-departmental team throughput in business operations.
- Processed large datasets with Excel and SQL to generate actionable, visual KPI dashboards, enabling leadership to make informed decisions 30% faster and detect accurate trends in monthly revenue and engagement metrics.

### Customer Service Representative

*Mangalam Consultancy Services*

**October 2020 – April 2021**

*India*

- Managed 100+ client inquiries weekly, optimizing response protocols and follow-up strategies that elevated first response resolution by 20% and enhancing overall customer satisfaction in quarterly surveys and feedback.
- Streamlined and Systematized comprehensive service logs and detailed follow-up trackers, reducing inconsistencies by 15% and ensuring accurate reporting for project managers during all monthly operational reviews.
- Produced detailed client performance summaries and actionable insight reports for management, strengthening internal communication channels and increasing consistent repeat client engagements by 12% over six months.

## PROJECTS

---

### Operational Analysis for a Canadian Food & Pharmacy Chain (Capstone Project)

*Role: Lead Analyst*

- Initiated research across retail locations and regions, identifying a 12% inefficiency in fulfillment workflows and outlining changes projected to yield annual savings through streamlined operational supply chain processes.
- Mapped core operational processes in supply operations, performed 5 gap analyses, and conducted a SWOT review that exposed high-impact risks, shaping a roadmap expected to boost overall process efficiency by 15%.
- Designed “as-is” and “to-be” models for key functional departments, collaborating with a member team to deliver stakeholder insights, and secured buy-in for recommendations projected to reduce cycle times by 18%.

### Canadian Health Expenditure Dashboard (Tableau)

*Role: Data Analyst*

- Analyzed health expenditure data for Canadian provinces and territories across 6 age groups, processing over 1500 data points in Tableau dashboards to identify regional and demographic spending trends for the Year 2016.
- Designed an interactive visualization dashboard, including detailed provincial heatmaps, 3 trend-based line charts, and 2 comparative pie charts, enabling users to explore variations across diverse country regions.
- Delivered KPI-based analytical insights highlighting key cost allocation differences, improving strategic data driven decisions for stakeholders, and enabling nearly 20% faster interpretation through enhanced dashboards.

## EDUCATION

---

### Post-Graduate Certificate in Information Technology Business Analysis

January 2023 – April 2024

*Conestoga College, Guelph, ON*

### Bachelor of Computer Science

June 2017 – May 2021

*Navrachana University, India*

## ACCOMPLISHMENTS & PUBLICATIONS

---

- **Tableau Public Portfolio:** Published 12+ interactive public dashboards for healthcare and retail domains.
- **Research Paper:** *IoT Based Healthcare System*, IJARIIT (2021), cited by 5+ fellow researchers [Read Publication](#).