

# KAJAL SINGH

JUNIOR DATA ANALYST - Data Analysis, Business Intelligence & Reporting Automation

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## PROFESSIONAL SUMMARY

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- Data Analyst with a Post-Degree Diploma in Data Analytics. **Delivered** end-to-end data analytics solutions using **Python, SQL, Excel, Power BI, and Tableau**, including **machine learning classification models** with **91.6% accuracy** and **0.99 ROC-AUC**, and **ensemble models**, driving high-impact predictive insights.
- **Engineered and deployed** interactive dashboards in **Power BI** and **Tableau**, enabling business stakeholders to identify trends, risks, and performance gaps; automated **ETL pipelines** and implemented advanced **EDA** and **predictive modeling** workflows to optimize decision-making.
- **Applied analytics** in cross-functional environments backed by **5+ years of operational and customer facing experience**, improving **KPI reporting accuracy**, **data quality**, and **process efficiency** through rigorous root cause analysis and stakeholder aligned documentation.

## SKILLS

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- **Programming & Tools:** Python (pandas, NumPy, scikit learn, TensorFlow / Keras, XGBoost), R, C#, SQL, Jupyter Notebook, Google Colab, VS Code, Anaconda, Git, GitHub
- **Databases & Data Management:** MySQL, MS SQL Server, MongoDB, relational databases, SQL (joins, CTEs, window functions), ETL/ELT pipelines, data quality checks, data warehousing
- **Analytics, Statistics & Machine Learning:** EDA, data cleaning, outlier treatment, missing-value imputation, feature scaling / encoding, feature engineering, classification & regression, cross-validation, hyperparameter tuning, model evaluation (ROC-AUC, precision, F1, confusion matrix), hypothesis testing, regression analysis, A/B testing
- **Data Visualization & BI:** MS Excel (Power Query, PivotTables), Power BI (DAX, data modeling, relationships), Tableau, SPSS, dashboards, KPI reporting, data storytelling
- **Business, CRM & BA Skills:** Salesforce (CRM), KPI design, requirements gathering, data mapping, documentation, UAT, root cause analysis, process mapping, as-is / to-be analysis, user stories, use cases, Agile/Scrum, SDLC, CRISP-DM, Azure AI fundamentals

## WORK EXPERIENCE

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### Client Service Representative

February 2026 – Present

*CIBC*

*Vancouver, BC*

- Process 100+ daily financial transactions including cash deposits/withdrawals, cheque deposits, drafts, bill payments.
- Verify client identification, and apply appropriate hold policies in alignment with AML/KYC compliance standards.
- Support account servicing requests such as profile updates, PIN resets, account maintenance with strict confidentiality.
- Educate clients on digital banking tools and self-serve options, improving efficiency, reducing repeat in-branch inquiries.

### Directional Host & Concessions Attendant

November 2024 – Present

*BBW International Inc.*

*Vancouver, BC*

- Collaborated in 5 sold-out events at BC Place, Rogers Arena, and UBC Thunderbird by rotating across host, cashier, and concessions roles, ensuring seamless guest experiences at high-capacity concerts and professional sports events.
- Processed hundreds of high-volume POS transactions per shift with **100% cash accuracy**, reducing wait times and driving increased target sales.
- Monitored crowd flow, inventory, and safety compliance in real-time to **optimize service efficiency by 20%**.
- Mentored 5+ new staff during peak hours and closing shifts on setup and cleanup procedures, improving team readiness.
- Maintained service speed and accuracy by 25% in high-pressure environments, contributing to customer satisfaction.

### Data Annotator & Evaluator

September 2025 – Present

*Outlier AI - Aether Projects*

*(Remote), Canada*

- Completed **500–1,000+ weekly annotations** for LLM-based systems using custom web tools, adhering to guidelines under strict quality and deadline requirements.
- Evaluated AI outputs for clarity, correctness, and instruction alignment, providing 100% precise rationales, enhancing data training pipelines, and model refinement.
- Achieved **98–99% quality scores** while meeting SLAs, resolving edge cases to reduce errors in downstream NLPs.
- Escalated ambiguous or sensitive outputs to refine annotation protocols, reducing rework by 20% and improving evaluator alignment across projects.
- Assessed 5+ concurrent annotation projects, demonstrating flexibility in shifting requirements and domain knowledge.

### Virtual Service Associate

September 2022 – March 2023

*Amazon Development Centre Pvt Ltd.*

*India*

- Resolved **300+ weekly customer support cases**, including lost-in-transit, refunds, and damaged items, achieving **95%+ CSAT** and **98% SLA adherence**.

- Investigated **1,500+ monthly orders** via backend tools and tracking systems, delivering 100% policy-compliant resolutions while reducing refund leakages by **20%**.
- Maintained top performance across AHT, accuracy, and quality metrics; recognized as **Employee of the Month** in the 1st month of employment.

### Debts Collection Representative

January 2021 – May 2022

*Synchrony Financial Inc.*

*India*

- Managed a **portfolio of 150+ high-risk accounts weekly**, leveraging CRM and dial systems to optimize outreach.
- Ranked in the **top 20% of collectors** over a rolling 6-month period based on collection volume and compliance audits.
- Negotiated payment solutions aligned with customer capacity while ensuring **100% documentation accuracy**.

## PROJECTS

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### Weather Image Classification - MobileNetV2 (Transfer Learning)

*GitHub*

*Tech Platforms: Python, TensorFlow / Keras, scikit learn, Matplotlib*

- Engineered and deployed a production-ready multi-class weather image classifier using **MobileNetV2 transfer learning**, achieving **91.69% test accuracy** and **0.99 macro ROC-AUC**.
- Conducted per-class performance analysis & ensured model generalization through 98% precision evaluation techniques.

### Apple Music Genre Prediction (Metadata Only)

*GitHub*

*Tech Platforms: Python, scikit learn, XGBoost*

- Designed a metadata-only **multi-class XGBoost genre classification model**, achieving **83% test accuracy**, **0.83 macro F1-score**, and **0.98 ROC-AUC**.
- Delivered model feature importance outputs, surfacing top predictive metadata and audio attribute strategies.

### COVID-19 in Canada - Tableau Dashboard

*GitHub*

*Tech Platforms: Tableau, Excel*

- Designed and published an interactive Tableau dashboard using Canadian COVID 19 case-level data to reveal **regional hot spots**, **at-risk demographic segments**, and data quality issues.
- Enabled 20% faster data-driven decisions for public health stakeholders through storytelling and geospatial insights.

### Spotify Analytics - Data Cleaning, EDA & Popularity Classification

*GitHub*

*Tech Platforms: Python, pandas, scikit learn, Matplotlib*

- Processed and modeled a dataset of **10,000 Spotify tracks** to build a binary classifier using **Voting, Balanced Random Forest + SMOTE**, and **XGBoost + SMOTE**, **0.82 macro F1-score**, and **0.90 ROC-AUC**.
- Outperformed baseline dummy classifiers and improved prediction reliability by 30% for identifying music tracks.

### RecSync - Reservation Management Web App (PHP & MySQL)

*GitHub*

*Tech Platforms: PHP, MySQL, XAMPP*

- Developed and deployed a full-stack CRUD web application, written in React, that automated booking processes, resulting in reducing booking errors by 35% and improving accuracy.
- Enabled **real-time search, updates**, and centralized management across **hundreds of bookings**, generating a clean relational dataset for future reporting and capacity analysis.

## VOLUNTEER EXPERIENCE

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### Data Analyst

*DataKind*

*Remote*

- Accepted as a volunteer Data Analyst at DataKind, awaiting project assignment, with a focus on applying analytics to “data for social good” initiatives to improve service delivery, healthcare data quality, and non-profit dashboards.

## EDUCATION

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### Post-Degree Diploma - Data Analytics (GPA: 3.33)

September 2024 - September 2025

*Douglas College, New Westminster, BC*

### Post-Degree Diploma - International Business Management (GPA: 3.66)

May 2023 - June 2024

*Douglas College, New Westminster, BC*

### Bachelor of Commerce (Honors) (GPA: 8.9/10)

June 2018 - July 2021

*Loyola Academy, Telangana, India*

## CERTIFICATIONS

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- **Data Analyst Professional Certification - IBM** Pursuing
- **Microsoft Power BI Data Analyst Professional Certification** Pursuing
- **Google Data Analytics Professional Certification** Pursuing
- **Microsoft Azure AI Fundamentals & AI Essentials - Microsoft** November 2024
- **Career Essentials in Data Analysis - Microsoft** November 2024