

# Jenil Gohel

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[LinkedIn](#) | [My Portfolio](#)

## PROFESSIONAL SUMMARY

Data Analyst with hands-on experience in SQL Server, Power BI, and Excel, building multi-page dashboards and analytical models to uncover operational risk and performance insights. Skilled in KPI development, data modeling, geospatial analysis, and transforming large datasets into actionable business intelligence. Seeking entry-level Data Analyst opportunities to deliver data-driven decision support.

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## TECHNICAL SKILLS

**Data Tools:** SQL Server, Power BI (DAX, Azure Maps), Excel (Pivot Tables, Power Query), Python (Pandas, Matplotlib)

**Analytics Skills:** Data Modeling, KPI Development, Data Visualization, Dashboard Design, Geospatial Analysis, Trend Analysis, Risk Classification

**Concepts:** Business Intelligence Reporting, Data Cleaning, Aggregation & Grouping, Performance Metrics, Statistical Analysis

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## EDUCATION

Computer Programming and Analysis

Conestoga College | Expected April 2026

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## ANALYTICS PROJECTS

### TTC Service Delay Analysis | Power BI Dashboard

- Developed a 3-page interactive Power BI dashboard analyzing 63K+ transit incidents and 1M+ delay minutes.
- Designed executive KPI monitoring system (Total Delay Minutes, Incident Rate, Avg Delay Severity).
- Built Route Performance Quadrant (Incidents vs Avg Delay) to classify high-risk routes.
- Implemented Ribbon Chart to analyze route rank volatility over time.
- Created 3D geospatial delay hotspot visualization using Azure Maps.
- Identified directional delay patterns and operational congestion clusters.

### TELECOM Customer Churn Analytics | SQL Server & Power BI

- Designed and implemented an end-to-end telecom customer churn analytics project using SQL Server and Power BI.
- Built staging and analytical schemas to clean and transform telecom customer data for structured analysis.
- Developed SQL queries to analyze churn drivers including contract type, tenure, and internet service usage.
- Created Power BI visualizations to identify churn patterns, revenue exposure, and customer risk segments.

### Healthcare Emergency Room Analytics | Python, Pandas, Scikit-Learn

- Built an end-to-end healthcare analytics project analyzing ER patient flow, wait times, department workload, and satisfaction patterns.
- Performed data cleaning, feature engineering, and exploratory analysis to identify peak admission hours and operational trends.
- Applied K-Means clustering to segment patient visits based on wait time, satisfaction score, and demographic patterns.

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## EXPERIENCE

### Amazon Delivery Station - Operations & Quality Data Support

Cambridge, ON | May 2025 – Feb 2026

- Investigated package flow discrepancies and resolved allocation errors impacting delivery efficiency.
- Identified recurring operational bottlenecks and supported data-backed process improvements.
- Maintained high data accuracy standards through quality validation checks.
- Collaborated cross-functionally to improve operational performance metrics.

### Amazon Fulfillment Centre – Quality Assurance Associate

St. Thomas, ON | Feb 2024 – Aug 2024

- Performed system-to-physical inventory reconciliation to ensure data integrity and operational accuracy.
- Validated product scanning data and identified discrepancies affecting reporting accuracy.
- Supported performance tracking by monitoring inbound and outbound process metrics
- Assisted in quality audits to maintain compliance with operational standards.

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## CERTIFICATIONS

Databases and SQL for Data Science with Python (IBM)

Excel Basics for Data Analysis (IBM)