

# PRIYA AGRAWAL

## Data Analyst

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## PROFESSIONAL SUMMARY

Data Analyst skilled in SQL, Python, Tableau, and Excel with experience transforming large, complex datasets into actionable insights that improve workflows and support decision-making. Strong analytical thinking, data cleaning, and visualization skills with the ability to optimize processes and communicate insights to stakeholders.

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## TECHNICAL SKILLS

**Languages & Tools:** SQL | Python (pandas, NumPy, Scikit-learn) | Excel (PivotTables, VLOOKUP) | Tableau

**Data Skills:** Data Cleaning | Data Wrangling | Feature Engineering | EDA | Tableau Dashboard Development | Data Visualization | Data Quality Checks

**Other Tools:** WordPress | MailChimp

**Soft Skills:** Stakeholder Communication | Requirements Gathering | Workflow Optimization | Problem-Solving

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## PROJECTS (Academic)

### Rockbuster Video Rental Analysis | SQL, Tableau

- Queried records across a 15-table relational database using joins, CTEs, and aggregations to analyze customer behaviour and regional performance.
- Identified 3 high-value customer cohorts and built Tableau dashboards showing rental trends, geography, and film demand to guide launch strategy decisions.

### Instacart Customer Segmentation | Python, Excel

- Processed and merged 3 million+ rows using pandas; performed EDA, feature engineering, and cohort analysis.
  - Identified customer segments with distinct patterns and recommended strategies to increase marketing relevance.
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## PROFESSIONAL EXPERIENCE

### Akausivik Inuit Family Health Team — Ottawa, ON

#### Medical Office & Special Project Support | Oct 2021 – Aug 2024

- Triaged and delegated 60-100 patient requests/day, improving routing speed and workflow efficiency.
- Resolved issues, conducting root-cause analysis and coordinating solutions to reduce workflow disruptions.
- Managed inventory of PPE, medical/office supplies, and IT assets, preventing stockouts and maintaining continuity.
- Collaborated with vendors, IT teams, city officials, and service providers to resolve technical and operational issues, and coordinated with contractors on maintenance activities.
- Supported COVID-19 operations through sorting and filing testing paperwork, screening patients, booking vaccination appointments, and preparing vaccine paperwork.

### Indo-Canadian Community Centre — Ottawa, ON

#### Webmaster (Part-Time) | Feb 2019 – Sep 2024

- Updated and optimized website content and pages, contributing to an increase in site traffic.
- Produced tutorial videos improving accessibility for users, boosting engagement and reducing support needs.
- Managed mailing lists, executed MailChimp campaigns, and analyzed engagement rates.
- Compiled analytics reports (web traffic, campaign KPIs, event attendance) to support Board decision-making.

#### Technology Assistant | Jul 2017 – Aug 2017

- Improved site navigation and updated content, contributing to an increase in event registrations.
  - Troubleshooted WordPress issues, reducing user-reported problems.
  - Sent MailChimp campaigns to increase community awareness and engagement.
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## EDUCATION

**CareerFoundry** — Data Analytics Certificate, 2025

**University of Ottawa** — Honours BSc, Biomedical Science, 2021