

Shubham Vaghela

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📁 PROFESSIONAL SUMMARY

Data & IT Analyst with 4+ years across data analytics, network infrastructure, and business systems analysis for public-sector and enterprise environments. Proven record of cutting downtime, latency, and manual effort through Power BI, SQL, Python, and network automation — including a 35% drop in troubleshooting time, 99.8% wireless uptime, and 30% latency reduction across a 40+ site network. Certified in Business Analysis (ECBA), Project Management (CAPM), and 5 CompTIA disciplines, with Microsoft Power BI and Power Platform credentials.

📁 PROFESSIONAL EXPERIENCE

Recreation Systems Analyst, City of Kamloops 03/2026 – 08/2026

- Streamlined Business Processes: Analyzed business and technical processes to improve workflows and support operational efficiency through technology solutions.
- Enhanced Stakeholder Reporting: Collaborated with stakeholders to gather business requirements and manage stakeholder expectations, developing Power BI dashboards and SQL reports to support data-driven decisions for 2+ departments.
- Established SharePoint Governance Framework: Established comprehensive governance frameworks and information architecture standards by conducting discovery sessions to document precise business requirements for SharePoint Online site collections.

Network Systems Analyst, School District No. 73 06/2024 – 05/2026

- Automated Network Management: Enhanced custom scripts for real-time monitoring and automated alerts, reducing manual troubleshooting time by 35%.
- Implementing Cloud-Based Network Monitoring: Deployed a cloud-based monitoring system for WAN/LAN infrastructure, enabling proactive issue detection and reducing downtime by 20%.
- Optimized Wireless Network Uptime: Increased WiFi reliability to 99.8% through real-time traffic monitoring, secure access point configuration, and performance tuning.
- Strengthened Linux-Based Infrastructure: Applied Linux/Unix expertise to support secure WAN operations, automate routine tasks, and maintain compliance across network systems.

Data Analyst, Kamloops Office Systems 09/2023 – 08/2024

- Refined ETL Pipeline for Financial Data: Improved data processing and accessibility by developing an ETL pipeline using Apache Spark, reducing reporting latency.
- Designed Power BI Dashboards: Created interactive dashboards for 30+ stakeholders, improving financial insights and strategic decision-making.
- Automated Financial Reporting: Used Pandas & NumPy to automate data processing, saving teams 15+ hours per week.

IT Technologist, School District No. 27 04/2022 – 09/2023

- Enhanced Active Directory Management: Strengthened security and access control, reducing unauthorized access incidents by 40%.
- Improved IT Support Efficiency: Implemented a structured ticketing system, reducing issue resolution time by 35%.
- Automated Software & Hardware Management: Developed automation scripts for software deployment and hardware tracking, increasing efficiency by 50%.

🎓 EDUCATION

Master of Management Analytics, McGill University
09/2026 – Present

Bachelor of Computing Science (Co-op), Thompson Rivers University
2020 – 2024 | Kamloops, BC

- Achieved Dean's List honors while gaining part-time technical work experience.
- Pursued a Minor in Management, gaining skills in business analytics.

📜 CERTIFICATES

- IIBA – Entry Certificate in Business Analysis (ECBA)
- Certified Associate of Project Management (CAPM)
- CompTIA Server+, Data+, Security+, Network+
- Microsoft Certified: Power BI Analyst Associate
- Microsoft Certified: Power Platform Functional Consultant Associate
- IBM – Data Analytics Professional Certificate
- Certified Linux Administrator

SKILLS

- **Data Analytics & Visualization:** Power BI, Tableau, Microsoft Excel, Pandas, NumPy, Matplotlib, Statistical Modeling, Predictive Analysis, Data Cleaning
- **Programming & Scripting:** Python, Bash, Java, JavaScript, PowerShell, C#, C++, Automation Scripting, API Integration
- **Database Management & ETL:** SQL, MS SQL Server, Apache Spark, ETL Pipeline Design, Data Integration, Data Transformation
- **IT Infrastructure & Networking** LAN/WAN Management, VLAN Segmentation, Network Monitoring, Firewall Configuration, Routing Protocols (OSPF, BGP), QoS Implementation, Wireless Network Optimization
- **System Administration & Support** Active Directory, Ticketing Systems, Software Deployment Automation, Hardware Tracking, Cloud-Based Network Monitoring
- **Business & Technical Analysis** Dashboard Design, Report Automation, Process Optimization, Financial & Operational Data Analysis, Stakeholder Engagement
- **CI/CD & DevOps:** GitHub Actions, Azure DevOps, Docker, Git, CI/CD Pipeline Design, Infrastructure as Code (Terraform), Automated Deployment, System Monitoring

PROJECTS

Facility Space Allocation Analysis

- Analyzed 3 years of facility usage data from Snowflake and built a predictive Power BI dashboard to optimize hour allocation for arenas and fields, uncovering peak-hour maintenance inefficiencies worth 60+ additional hours per organization per season.

District-Wide Network Optimization and Segmentation

- Refined a 40+ site school network for 15,000+ users, improving security and efficiency by segmenting VLANs, optimizing routing (OSPF/BGP), and implementing QoS, reducing latency by 30% and congestion by 40%.

Firewall Rule Optimization and Audit

- Audited and optimized 200+ firewall rules, removing redundancies, reducing security vulnerabilities by 25%, and boosting firewall processing speed by 30%.

Statistical and Predictive Analysis of Patient Data

- Improved predictive models (85% accuracy) that improved patient outcomes by 15% and reduced healthcare costs by 10% through data-driven insights.

API Integration and Data Analysis for Lumber Company

- Integrated APIs with MS SQL, automated processes using Python, C#, and cut data retrieval time by 50%, optimizing business efficiency.

Papercut Print Management System Report Building

- Automated report generation using JavaScript, C#, reducing manual reporting time by 40% and cutting operational costs by 25%.

ADDITIONAL EXPERIENCE & VOLUNTEERING

Clinical & Operational Support (Volunteer), Royal Inland Hospital 08/2025 – 04/2026

- **Patient Support:** Guided patients and visitors through the ED process to reduce anxiety and improve flow.

Lead Skate Supervisor, City of Kamloops 05/2024 – 08/2026

- Supervised and supported a team of Skate Attendants to ensure smooth operations, customer satisfaction, and adherence to safety protocols, leading to improved rink efficiency and community engagement.

Multi-Sport & Physical Literacy Coach, City of Kamloops 02/2025 – 08/2026

- Facilitated inclusive, engaging multi-sport programs for children and youth, promoting physical literacy, safety, and community participation across diverse recreational settings.

Skate Attendant, City of Kamloops 09/2023 – 04/2024

- Delivered excellent customer service by assisting skaters, ensuring compliance with rink safety rules, and maintaining equipment, resulting in a safer and more enjoyable experience for patrons.

Teaching Assistant, Thompson Rivers University 01/2022 – 04/2022

- Facilitated classroom discussions and guided students in understanding course material, reducing grading time by 35% and improving student performance by 23% through structured support and feedback.