

# SHUBHAM BHAVSAR

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## PROFESSIONAL SUMMARY

Data-driven professional with 5+ years of experience in business intelligence, data analytics, and operations management. Proven track record designing scalable solutions, optimizing workflows, and delivering actionable insights that drive business growth. Strong technical foundation combining advanced analytics (Power BI, SQL, Python) with business acumen across retail, technology, and AI research domains. Skilled at translating complex data into compelling narratives for both technical and executive audiences. Graduate Certificate in Artificial Intelligence and Data Science with expertise in LLM evaluation, RAG architectures, and data engineering.

## TECHNICAL SKILLS

**Data Analysis & Visualization:** Power BI (Microsoft Certified), Tableau, Excel (Advanced), SQL, Python (pandas, NumPy, scikit-learn), Statistical Analysis

**Programming & Development:** Python, SQL (Oracle, PostgreSQL, SQL Server), PyTorch, TensorFlow, Git/GitHub, Pytest

**Business Intelligence:** ETL Development, Dashboard Design, KPI Development, Data Modeling, Reporting Automation, Performance Analytics

**AI & Machine Learning:** LLM Evaluation, Prompt Engineering, RAG Architecture, Deep Learning, Model Testing, Hugging Face

**Business Tools:** Confluence, Jira, Power Apps, Azure DevOps, CI/CD, Agile Methodologies

## PROFESSIONAL EXPERIENCE

### Operations Analyst

*Illuminari Experiences / Toronto, ON*

May 2024 – Present

- Coordinate daily operations for immersive entertainment experiences serving 300-1,000 guests daily, managing shift scheduling, staff training, and customer service workflows across regular shows and special events
- Manage inventory tracking and pricing strategy for retail FMCG products, analyzing sales patterns and stock levels to optimize product mix and maximize revenue per transaction
- Analyze operational performance data to identify trends, developing standardized reporting processes for guest satisfaction, staff productivity, and retail sales performance
- Design performance tracking frameworks monitoring KPIs across 2-3 weekly events and daily shows, translating insights into resource allocation and inventory purchasing decisions

### Senior Business Intelligence Analyst

*De Soto Technologies (Global Innovation Center for Careismatic Brands Inc.) / Ahmedabad, India*

September 2020 – July 2023

- Led analytics initiatives supporting 4,000+ retail locations, developing 50+ Power BI dashboards and automated reports that enabled data-driven decision-making for sales, merchandising, and operations teams
- Designed and implemented automated ETL pipelines using SQL and Power BI, reducing manual reporting effort by 60% and saving stakeholders 120+ hours weekly while maintaining 99% data accuracy
- Conducted advanced data analysis on sales performance, customer behavior, and market trends, delivering insights that improved forecast accuracy by 34% and contributed to 84% year-over-year retention
- Collaborated with cross-functional teams to gather requirements, translate business needs into technical specifications, and deliver analytics solutions aligned with strategic objectives
- Trained and supported 200+ users on analytics platforms, developing comprehensive documentation and achieving 85% user adoption rate

### Junior Business Intelligence Analyst

*De Soto Technologies / Ahmedabad, India*

February 2020 – August 2020

- Supported senior analysts in developing BI reports and dashboards, gathering business requirements and translating them into functional specifications
- Performed data quality audits and validation processes, ensuring accuracy and integrity of analytical outputs

## Junior Data Analyst

*Crest Data Systems | Ahmedabad, India*

November 2019 – January 2020

- Conducted data analysis on 700+ HR records, improving reporting accuracy by 62% through systematic SQL-based validation and quality control processes

## KEY PROJECTS & RESEARCH

### Mathematical Reasoning Enhancement for Small Language Models

*Python, PyTorch, Hugging Face, Prompt Engineering, Model Evaluation*

[GitHub: `github.com/shubhambhavsar/AI\_Research`](https://github.com/shubhambhavsar/AI_Research)

- Independent research on improving small language model performance on mathematical reasoning tasks using advanced prompting techniques (Chain-of-Thought, Plan-and-Solve, DUP methodologies)
- Developed comprehensive evaluation frameworks with 8,500+ test cases from GSM8K dataset, implementing automated pipelines for continuous model validation

### FinQA: Financial Intelligence Platform with RAG Architecture

*Python, LangChain, RAG, MongoDB Vector Search, LLM Fine-Tuning, Flask, React*

[GitHub: `github.com/LCIT-AIP-W25/FinQA`](https://github.com/LCIT-AIP-W25/FinQA)

- Built domain-specific LLM system with RAG architecture for financial data extraction and analysis, achieving 92% SQL generation accuracy and 95%+ intent classification
- Designed end-to-end agentic AI workflows with LangChain, MongoDB Vector Search (768-dim embeddings), and fine-tuned Groq Mistral-24B for financial intelligence queries

### Customer Analytics & Retention Dashboard

*Power BI, DAX, Python (pandas, scikit-learn), SQL, Predictive Modeling*

[GitHub: `github.com/shubhambhavsar/powerbi-customer-churn-database`](https://github.com/shubhambhavsar/powerbi-customer-churn-database)

- Created interactive Power BI dashboard with advanced DAX measures for customer churn analysis, achieving 84% year-over-year retention improvement and 16% churn reduction

### Mortgage Trading Analysis & Secondary Market Optimization

*Power BI, DAX, Financial Analytics, Risk Assessment, Portfolio Analysis*

[GitHub: `github.com/shubhambhavsar/mortgage-trading-analysis`](https://github.com/shubhambhavsar/mortgage-trading-analysis)

- Analyzed \$336M mortgage portfolio across 1,146 loans, identifying 72 basis point pricing premium for high-credit borrowers and designing tiered pricing strategy that exceeded profit targets by 207 basis points

## EDUCATION

### Graduate Certificate, Artificial Intelligence and Data Science

*Loyalist College, Toronto, ON*

September 2023 – April 2025 | GPA: 3.7/4.0

### Bachelor of Technology, Electrical Engineering

*Gujarat Technological University, Ahmedabad, India*

May 2015 – June 2019

## CERTIFICATIONS

- Microsoft Power BI Data Analyst | DataCamp (December 2025)
- Harnessing the Power of Data with Power BI | Coursera (June 2025)
- Google Cloud Fundamentals: Core Infrastructure | Google Cloud (June 2025)
- Google Prompting Essentials | Coursera/Credly (May 2025)
- Intermediate Machine Learning | Kaggle (August 2023)