

# Mandeep Kour

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## Summary of Qualifications

- Detail-oriented professional with experience in finance operations, accounting, and financial reporting, with strong analytical and problem-solving skills.
- Skilled in developing forecasts, supporting business plans, and creating financial reports to guide management decision-making.
- Strong background in data governance, business intelligence, and marketing analysis, with proven ability to translate complex data into actionable insights.
- Proficient in Microsoft Excel, PowerPoint, and internal systems, with hands-on experience in reporting, reconciliation, and supporting accounts receivable and payroll functions.
- Recognized for strong business acumen, adaptability, and excellent written and verbal communication skills to support cross-functional management teams

## Technical Skills

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|---------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Operating Systems:</b>                   | <i>Windows 10</i>                                                                                                                                                                                                                            |
| <b>Applications &amp; Tools:</b>            | <i>Microsoft Excel, Tableau, Power BI (data visualization)</i>                                                                                                                                                                               |
| <b>Soft Skills:</b>                         | <i>Problem-solving, Attention to Detail, Ability to work independently</i>                                                                                                                                                                   |
| <b>Tools:</b>                               | <i>Google Workspace (google sheets, collab), IBM Cognos Analytics, Jupyter</i>                                                                                                                                                               |
| <b>Project Management Fundamentals:</b>     | <i>Agile, Scrum, Trello</i>                                                                                                                                                                                                                  |
| <b>Languages &amp; Data analysis Tools:</b> | <i>SQL, Python (Pandas, NumPy, Matplotlib/Seaborn, Scikit-learn)</i>                                                                                                                                                                         |
| <b>Machine Learning &amp; Analytics:</b>    | <i>ML Algorithms (regression, classification, clustering), natural language processing, anomaly detection, AI Platform integration, anomaly detection, Predictive Modeling, Deep Learning, mathematics, Statistics, statistical analysis</i> |

## Education & Certifications

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|---------------------------------------------------------------------|-----------------------------|
| <b>IBM Data Analyst Professional Certificate</b>                    | <b>Sept 2025</b>            |
| <b>Microsoft Azure AI 900 Fundamentals Professional Certificate</b> | <b>Jul 2025</b>             |
| <b>Junior Data Analyst Program</b>                                  | <b>Jun 2023 – Sept 2025</b> |

NPower Canada | Toronto

*14-week intensive online training on the fundamentals of computer technology and project management*

- Utilize Excel spreadsheets to perform data wrangling and data mining
- Develop working knowledge of the Python language for data analysis using Pandas and Numpy
- Effectively complete a capstone project by collecting data from multiple sources, performing exploratory data analysis, data wrangling, statistical analysis, and mining of the data using Python libraries
- I worked extensively on creating charts and plots to visualize data and building an interactive dashboard using IBM's Cognos Analytics and various Excel charts/graphs
- Visualize data using Python libraries including Matplotlib, Seaborn, Plotly, and Dash
- Compose queries to access data in cloud databases using SQL and Python from Jupyter notebooks
- Explain cloud concepts, benefits of cloud computing, and core Azure architecture components
- Use core Azure services and choose the Azure AI services that best address a company's challenges
- Control Azure spending and manage bills by applying recommended practices to minimize cost
- Demonstrated a high level of understanding of Agile Project Management Lifecycle and key techniques, and successfully complete Agile projects using tools such as Scrum and Kanban

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|-------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| <b>Generative AI for Business with MS Azure with OpenAI</b>   Great Learning                                                                          | <b>Apr 2024</b> |
| <b>Master's of Data Science</b><br>University of Deakin   Australia                                                                                   | <b>Feb 2024</b> |
| <b>Postgraduate Diploma in Artificial Intelligence and Machine Learning</b><br>Great Lakes and McCombs School of Business - University of Texas   USA | <b>Feb 2022</b> |
| <b>Bachelor of Technology in Electronics and Communication</b><br>JNTUH   India                                                                       | <b>May 2012</b> |
| <b>Introduction to IoT</b><br>Cisco Networking Academy                                                                                                | <b>2021</b>     |
| <b>Business Analysis Fundamentals</b><br>Udemy                                                                                                        | <b>2021</b>     |

## Work Experience

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| <b>Business Analyst</b><br>Virtusa   Hyderabad, India                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | <b>Jan 2022 – Mar 2023</b> |
| <ul style="list-style-type: none"> <li>Coordinated cross-functional workflows to enhance financial reporting and support management decision-making, while demonstrating strong interpersonal skills and teamwork to align stakeholders and ensure project success</li> <li>Collaborated with stakeholders to gather and refine technical requirements, demonstrating strong communication skills, business communication, and analytical thinking across global teams</li> <li>Created governance decks and executive status reports (DOR, WOR, MOR), strengthening project governance practices and improving workflow management, stakeholder alignment, and visibility into project progress</li> <li>Developed and maintained trackers and KPI dashboards to monitor SLA/OLA compliance, supporting audits and enabling process optimization initiatives</li> <li>Managed client escalations and performed root cause analysis, identifying potential business opportunities, ensuring timely resolution while meeting internal standards and regulatory requirements through issue pattern analysis</li> <li>Created governance decks, status reports, and trackers to support business planning, forecasts, and financial control processes</li> <li>Partnered with leadership to improve processes in finance operations, payroll reporting, and change management initiatives</li> </ul> |                            |

## Special Projects

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| <b>Employee Skills Gap &amp; Future Skills Dashboard (IBM Cognos Analytics)</b><br>Virtusa   Hyderabad, India                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | <b>Apr 2022</b> |
| <ul style="list-style-type: none"> <li>Partnered with HR and business leaders to analyze current employee skill sets vs. emerging skills required to meet future project demands.</li> <li>Designed and deployed an interactive BI dashboard in IBM Cognos Analytics to track skill availability, training progress, and hiring priorities.</li> <li>Features: role/department-level filtering, predictive insights into skill demand trends, heatmaps for training gaps, and automated reporting for leadership reviews.</li> <li>Enabled management to make data-driven workforce planning decisions, directly supporting talent management, upskilling programs, and recruitment strategies</li> </ul> |                 |

### **Employee Engagement Games (Volunteer Initiative)**

**Dec 2022**

Virtusa | Hyderabad, India

- Volunteered to design and launch employee engagement games (Tambola/Bingo, Human Bingo, team-building puzzles) to improve workplace culture and collaboration
- Features: digital templates for quick setup, randomized question banks, and gamified reward mechanics
- Highlighted in [Portfolio](#), demonstrating creativity, cross-team coordination, and stakeholder engagement outside core BA responsibilities

### **Capstone Project – COVID-19 Detection Using Deep Learning on Chest X-Ray Images**

**Apr 2021**

Great Lakes and McCombs School of Business - University of Texas

- Designed an AI-based solution to support healthcare decision-making, demonstrating the ability to deliver high-quality analyses and contribute to business growth through innovation (achieved 97% accuracy)
- Demonstrated potential real-world impact by addressing the shortage of radiologists in rural or underserved regions during the pandemic through accessible AI-based diagnostics, which identify opportunities for improvement and contribute creative solutions to enhance efficiency and effectiveness
- Presented findings with team members at the IEMTRONICS International Conference, held virtually in Toronto, Canada, 21–24 April 2021