

Arshpreet Kaur

Vancouver, BC | Phone: (250) 879-6611 | Email: ubhi.ap@gmail.com
LinkedIn: [linkedin.com/in/arsh-kaur/](https://www.linkedin.com/in/arsh-kaur/) | Portfolio: personal-portfolio-website-1sdr.onrender.com

PROFESSIONAL SUMMARY

Business Intelligence Analyst and Operations Coordinator with experience supporting PMO and functional teams through reporting, documentation, system coordination, and process improvement in regulated enterprise environments.

CORE SKILLS

- **Business Operations & PMO Support:** Operational reporting, data compilation and analysis, functional documentation management, organizational data maintenance, project administration, cross-functional coordination
 - **Coordination & Continuous Improvement:** Meeting and workshop coordination, agenda and action tracking, service delivery optimization, continuous improvement initiatives
 - **Business Analysis & SDLC:** Requirements elicitation and documentation, stakeholder interviews, process analysis, current/future state mapping, impact analysis, Agile & Scrum support, backlog refinement, user story clarification, UAT coordination, change management, training and adoption
 - **Analytics, Reporting & Visualization:** Dashboard design, KPI definition, operational and management reporting, data validation and quality checks, DAX fundamentals
 - **Systems, Tools & Platforms:** Microsoft 365, SharePoint, Power Automate, Power Apps, Microsoft Copilot, Azure, JIRA, Visio, Power BI, Tableau, Excel, SQL, Python
 - **Delivery, Governance & Support:** Test execution support, release coordination, documentation standards, access governance, onboarding/offboarding, workspace setup, licensing coordination
-

CERTIFICATIONS

- **Microsoft Power BI Data Analyst Associate (PL-300)**
 - **Excel for Business Analysts**
-

WORK EXPERIENCE

Business Technology Co-op | British Columbia Lottery Corporation (BCLC) - Kamloops, BC | May 2023 – Dec 2023

- **Led end-to-end analysis and delivery** of 4+ enterprise automation initiatives across planning, requirements, design, testing, deployment, and user adoption
- **Compiled, analyzed, and presented operational and process data** to support reporting, decision-making, and functional performance tracking
- **Partnered directly with cross-functional stakeholders** to elicit, document, and validate requirements; identified service gaps and mapped current and future state workflows using Visio
- **Owned solution documentation, process artifacts, and change communications** across SharePoint and project tools, supporting audit readiness and long-term knowledge continuity
- **Drove UAT execution and Agile delivery activities**, including test tracking, stakeholder communication, issue resolution, sprint planning support, backlog refinement, and timeline coordination
- **Designed and delivered 6+ training and enablement sessions** and owned enterprise service request delivery (access changes, workspace creation, licensing, onboarding/offboarding), improving adoption and operational consistency

Operations Associate (Customer Operations & Service Support) | Sahali Liquor Store - Kamloops, BC | 2024 - Present

- Managed daily operational workflows including inventory tracking, discrepancy resolution, POS accuracy, and policy compliance, ensuring service continuity during peak periods
 - Analyzed operational data to support weekly reporting, standardize procedures, and improve onboarding consistency
 - Designed and implemented a Python-based inventory automation using AI-assisted development (Copilot), reducing manual inventory effort from **three 8-hour shifts to one 8-hour shift**
-

EDUCATION

Bachelor of Science, Computer Science

Thompson Rivers University - Kamloops, BC

PROJECTS

Paris Olympics 2024 Analytics Pipeline: Azure Databricks | Python | Spark | Power BI

- Built an end-to-end ETL and analytics pipeline processing **10K+ records**, delivering dashboards for **operational reporting, trend analysis, and performance monitoring**

British Airways Customer Experience Analytics: Tableau | SQL | Excel

- Developed an interactive Tableau dashboard analyzing **1,000+ customer reviews** to surface **regional and operational satisfaction trends** for decision support

Inventory OCR Automation: Python | OCR | CSV Integration

- Designed and implemented an OCR-based inventory automation, reducing manual logging from **72 hours to 2 hours** and improving data accuracy and operational visibility
-

LEADERSHIP & RECOGNITION

- **President, BCLC Co-op Club:** Led peer-learning workshops on automation and data skills for **8–12 co-op students**, coordinating sessions and activities to support cohort development.