

Ratul Sarker

byratulsarker@gmail.com | [Website](#) | [LinkedIn](#) | [Github](#)

OBJECTIVE

A motivated and adaptable professional aiming to solve challenging business problems and make impactful contributions by leveraging my technical and analytical skills, with a strong enthusiasm for learning and exploring diverse industries.

SKILLS

Data Analysis & Visualization: Skilled in data analysis using **Python** and **Excel**; experience in data visualization tools like **Power BI** and **Tableau**; experienced in **CRM management** using **Airtable** for dashboard creation, automation, and data visualization.

Automations & APIs: Expert in using **Zapier** and **Power Automate** for efficient workflow automation between applications.

Project Management Tools: Experienced with **Jira**, **Confluence**, and **ServiceNow** for agile project management.

Programming Skills: Experience with **SQL**, **C**, **Java**, **Python**, **Progress**, and **VBA**.

Design & Productivity Tools: Skilled in **Adobe Creative Suite**, **Figma**, **Canva**, and **Microsoft Office Suite**.

Soft Skills: **Self-starter** with a proven ability to rapidly learn and adapt; strong problem-solving skills; excellent communicator with effective collaboration abilities for solving complex problems.

EDUCATION

Honours Bachelor of Science in Computer Science with Concentration in Big Data Systems

Wilfrid Laurier University, Waterloo, ON, December 2024

Relevant coursework: Windows Application Programming (VBA), Machine Learning, Data Mining, Programming for Big Data, Data Visualization, Database, Linear Algebra, Statistics.

PROFESSIONAL EXPERIENCE

Agile Specialist

Sun Life, 1 York Street, Toronto, Ontario, January – April 2024

- Took on Scrum Master duties, leading daily stand-ups, sprint planning, and retrospectives to ensuring smooth running.
- Analyzed **Jira** data to track key productivity metrics, helping the team identify inefficiencies and improve throughput by **15%**, optimizing cycle time and work-in-progress limits in line with Agile practices.

Business Intelligence Analyst

Capitalize for Kids, 120 Adelaide Street, Toronto, Ontario, May – November 2023

- Built seamless integrations between **Cvent** and **Airtable**, automating cross-platform dataflow and cutting manual data entry by **80%**, saving over **5** employee hours per week.
- Optimized and maintained the **Airtable** database by cleaning **10+** years of data, creating **20+** automations, and restructuring the database model using tools like **Power Query**, **Python**, and **Pandas**. Additionally, designed new dashboards to enhance data insights and improve decision-making.
- Developed a **JavaScript**-based automated follow-up email system, boosting repeat engagement by **50%** through improved tracking and timely re-engagement of conference attendees.
- Collaborated with **Cvent's** product and integration team to troubleshoot and resolve a critical API integration bug that disrupted dataflow, securing **100%** compensation for the API package in our contract.

Software Developer Co-op

Home Hardware Stores Ltd., St Jacobs, Ontario, September – December 2022

- Collaborated with cross-functional teams to effectively extract and analyze key data from the legacy system, thereby facilitating the transition of **500+** stores to the latest system.
- Cultivated a comprehensive understanding of retail business intelligence through industry-specific mentorship, understanding several business processes.

LEADERSHIP AND ACTIVITIES

Board Member, Canadian Progress Club Toronto Foundation

Toronto, Ontario

- Led marketing and event organization for the club's first fundraising event (Punch for Progress), successfully raising funds for youth in need.

NASA Space University Program

Houston, Texas

- Led a six-member team in designing a cost-efficient rover prototype, rocket, and heat shields clinching **first prize** for superior performance in a Mars-simulated rock retrieval competition.