

# BALAKUMAR JANAKIRAMAN

Business Data Analyst | IT Consultant | Data-Driven Strategy

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## CAREER SUMMARY

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Results-driven Business Data Analyst and IT Consultant with 5+ years of experience in data analytics, business intelligence, IT operations, and digital transformation. Proven expertise in Oracle PL/SQL, Power BI, Tableau, Python, SQL, and Blockchain integration. Skilled in developing advanced reporting solutions, KPI frameworks, and data governance strategies that drive measurable business outcomes. MBA-qualified with an international academic background and cross-sector experience spanning healthcare, retail, and consulting in Canada and the USA.

## TECHNICAL SKILLS

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<b>Analytics &amp; BI:</b>	Oracle PL/SQL, SQL, Python, R, Power BI, Tableau, Rapid Miner, Snowflake
<b>Cloud &amp; DevOps:</b>	MS Azure, Snowflake, Hadoop, Spark, Linux/RHEL, VMware, Windows Server
<b>Dev &amp; Systems:</b>	Java, C++, Visual Basic, Git, RESTful APIs, SAP, ERP, TCP/IP, DNS, DHCP, VPN
<b>Data Practice:</b>	Data Mining, Data Governance, KPI Design, Business Intelligence, Predictive Modelling
<b>Methodologies:</b>	Agile, SDLC, Digital Transformation, Blockchain (Ethereum), Machine Learning
<b>Marketing:</b>	Unica, SAS, Campaign Analytics, CRM Strategy, Customer Segmentation
<b>Platforms:</b>	MS Office 365, SharePoint, Power BI, Redcap, Open EMR / OpenMRS
<b>HR &amp; Ops:</b>	Talent Management, Training & Development, Financial & Operational Management

## WORK EXPERIENCE

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**Vinayak Consulting** — Toronto, ON

*Nov 2024 – Present*

### IT Consultant

- Manage end-to-end IT operations including data analysis, infrastructure administration, and business strategy alignment across client engagements.
- Administer full lifecycle of Windows and Linux servers — build, configure, maintain, and decommission — ensuring high availability and security compliance.
- Bridge technical teams and business units, translating complex data insights into actionable strategies and measurable operational improvements.
- Deploy Machine Learning models to analyze, validate, and manage large datasets; visualize trend analysis using Power BI and Tableau, delivering a 20% increase in operational efficiency.
- Prepare detailed cost-benefit and ROI analyses to support data-driven decision-making on technology investments and system implementations.
- Support hybrid cloud operations including virtual machine provisioning, monitoring, and performance optimization on MS Azure.

**Sun Pediatrics** — Georgia, USA

*Nov 2019 – Nov 2024*

### Data Analyst (Remote)

- Led development and enhancement of enterprise reporting solutions using SDLC and Agile methodologies, improving data pipeline efficiency and report accuracy.
- Designed and deployed a Blockchain platform utilizing Ethereum technologies for secure, tamper-proof banking transaction validation — enhancing data integrity and stakeholder trust.
- Applied Oracle PL/SQL expertise to extract, transform, and manipulate data from backend databases, ensuring accuracy and reliability across all reporting processes.

- Conducted comprehensive data audits to ensure accuracy, integrity, and compliance with organizational standards and healthcare industry regulations.
- Gathered and processed business requirements from cross-functional stakeholders, balancing the needs of business units, end users, and technical teams to deliver targeted analytics solutions.
- Developed hypothesis-testing frameworks to validate analytical models, strengthening data governance and supporting evidence-based decision making.

**Teleperformance** — Toronto, ON

May 2016 – Nov 2019

**Customer Service Advisor / Quality Assurance Analyst**

- Generated accurate Order/Quotation documents for Account Managers and Vendors at The Home Depot Canada, maintaining high data quality standards.
- Resolved complex customer escalations for The Home Depot Appliance orders as a Tier II Appliance Delivery Support team member.
- Achieved Diamond Status for delivering World Class Customer Service and Exceptional Balanced Performance across three consecutive quarters — recognizing consistent excellence in quality metrics.

**Petro Canada** — Toronto, ON

Jul 2006 – May 2016

**Site Manager**

- Collaborated with internal and external stakeholders across all staff levels to define operational requirements and develop robust, scalable business solutions.
- Designed and executed staff orientation, training programmes, and incentive initiatives, improving team capability and retention.
- Implemented data-driven marketing and sales strategies in partnership with cross-functional teams, driving consistent annual site sales growth of 30% over a sustained period.
- Managed full financial and operational accountability for the franchisee site, including P&L oversight, HR process improvements, and strategic change management.

**EDUCATION & CERTIFICATIONS**

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**Post-Baccalaureate Certificate in Information Technology**

*Kennesaw State University, Georgia, USA*

2021

**Certified Human Resources Professional (CHRP)**

*HRPA — Toronto, ON, Canada*

2014

**Master of Business Administration (MBA)**

*University of Madras, India*

**PG Diploma in Computer Applications**

*Thiagarajar School of Management, affiliated to Madurai Kamaraj University, India*

**KEY ACHIEVEMENTS**

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- Achieved 20% increase in operational efficiency by deploying ML-powered analytics dashboards using Power BI and Tableau across client engagements.
- Drove 30% consistent annual sales growth at Petro Canada through data-driven marketing and operational excellence over a 10-year tenure.
- Earned Diamond Status at Teleperformance for World Class Customer Service across three consecutive performance quarters.
- Designed and implemented a Blockchain platform on Ethereum for tamper-proof banking transaction validation, enhancing trust and compliance.
- Built end-to-end enterprise data warehouse and reporting infrastructure serving multiple healthcare and business units at Sun Pediatrics.