

SPRIHA

spruha.talukdar@gmail.com | Toronto, ON | +1 (647) 949-5620

Education

Toronto Metropolitan University, Ted Rogers School of Management
Business Technology Management, Co-op

June 2023

Work Experience

Public Health Agency of Canada
Cross-functional Intern

Jan - Dec 2021

Data Science:

- ★ Spearheaded report automation on public facing Covid-19 document (Weekly Epidemiological Report), internal visualizations and test cases improving lead time from 1 week to under 5 minutes

Business Analysis:

- ★ Led data collection projects across PHAC, upgraded data pipelines and collaborated with cross-functional teams to identify several new parameters for key stakeholders creating policies on Covid-19 border measures

Project Coordination:

- ★ Created technical documentation and presentations to interpret data insights for senior management and led licensing operations for organization wide departments to access visualizations

Softchoice

Sep 2019 - Aug 2020

Licensing Operations, Microsoft

- ★ Consistently ranked #1 in individual case closure rate, met high pressure deadlines and initiated process changes that decreased processing time on SLA by 80% while maintaining 100% accuracy
- ★ Led trainings, created guides and technical documentation, and received two commendations for outstanding support and expertise during company-wide shift to SAP as well as into remote work during the pandemic

Chapters

July 2018 - Sep 2019

Customer Experience Representative and Social Media Management

- ★ Led social media initiatives on Instagram, assisted in organizing author events, curated newsletters for staff to increase product knowledge and respond dynamically to customer requirements
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Projects

The Fair Market
Editor-in-Chief

2020

- ★ Curated a digital publication amplifying diverse voices in arts, culture, and sustainability

Anana

2019

Director of Photography

- ★ Conceptualized and executed launch campaign in collaboration with the creative director
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Volunteer Experience

Ted Rogers School of Management
Co-op Mentor

2021 - 2022

- ★ Successfully aided 3/3 mentees securing positions across their respective niches
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Technical Skills: Relational databases, SQL, Power BI, Tableau, SAP, Salesforce CRM, R Studio, ADS, Agile processes, SDLC, MS Office, G Suite, GitHub, SAP

Creative Skills: Writing, Photography, Storytelling, Technical writing