

Viral Patel

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PROFESSIONAL SUMMARY

Business Systems Analyst with 7+ years of experience across ERP, data analysis, reporting, and operational systems in manufacturing and supply chain environments. Strong background in SAP, SQL based reporting, UAT leadership, and process optimization. Known for delivering audit ready insights, improving operational efficiency, and bridging business and technology teams across full SDLC and STLC cycles.

CORE SKILL

- **Business analysis:** Requirements Gathering, Stakeholder Management, Business Process Mapping (AS IS / TO BE), BRD/FRD Documentation, Gap Analysis, Impact Assessment, Workflow Design, Change Management, UAT Coordination, Defect Resolution, contingency plan, end to end process, Cross Functional Collaboration, User stories, Communication skills.
- **ERP, Data & Testing:** Net Suite, SAP ERP, Oracle, PeopleSoft, Data Validation, Data Cleansing, Data Reconciliation, Data Quality Management, Data Migration Support, System Testing, User Acceptance Testing (UAT), Regression Testing, Process Documentation. & Variance Analysis, Ad Hoc Reporting, Insight Translation for Technical and Non-Technical Stakeholders, API Testing, contingency plan.
- **Systems and Tools:** Postman, Net Suite, Data Analysis, KPI Reporting, Dashboard Development, Data Extraction, Trend Analysis, Ad Hoc Reporting, Business Intelligence, Tableau, Power BI, Advanced Excel (Pivot Tables, Power Query, Lookups), SQL, Python, R, Jira, Visio, Agile, Scrum master, Confluence, ServiceNow, Alteryx, Outlook, AI (Claude, Pperplexity, Grok, ChatGPT).

KEY HIGHLIGHT

- Automated change request and report-publishing workflows, strengthening delivery governance and eliminating missed deadlines
- Designed and governed multi-source Power BI KPI dashboards for leadership, reducing recurring reporting cycles from 2 days to hours.
- Led SAP MM master data and purchase document changes by owning functional documentation, impact analysis, and UAT sign-off, delivering zero-downtime, zero-defect releases.
- Translated cross-functional business requirements into SAP MM and finance reporting solutions, improving audit readiness and financial accuracy by 25%.

Experience

Data Analyst

York Region Education Services (YRES)

North York, CA

Jan 2026 - Present

- Conducted exploratory data analysis on public sector datasets to identify trends, anomalies, and performance indicators supporting strategic decision making.
- Developed interactive Tableau and Power BI dashboards enabling stakeholders to monitor KPIs and operational performance.
- Collaborated with ccross-functionalteams to translate business requirements into reporting and analytics solutions.
- Improved data quality through validation, cleansing, and reconciliation processes across multiple data sources.
- Ensured compliance with data privacy, security and regulatory requirements related to public sector data.
- Supported grant applications, program evaluations and impact assessments through data analysis, Data modeling reporting.
- Trained and assisted staff on data collection methodologies, reporting tools and interpretation of analytical results.
- Monitored and troubleshoot data collection systems while resolving data discrepancies to improve reporting accuracy.
- Contributed to continuous improvement initiatives by identifying process inefficiencies and recommending data-driven solutions.

Data System Analyst
UPS

Mississauga, CA
Oct 2025- Present

- Validated shipment data across UPS WorldShip and DHL platforms, auditing customs and tracking records for weekly average of 80 to 90 packages to ensure data integrity with PowerBI.
- Reconciled customs forms (customer service), tariff codes, and tracking data across UPS/DHL systems, maintaining 80%+ accuracy, problem-solving and reducing processing delays
- Developed reporting solutions that improved visibility into package movement, service performance, and operational bottlenecks across distribution networks.
- Supported transportation operations through shipment analytics, delivery tracking, exception management, and carrier performance reporting.

Inventory Data Analyst
Pkg Place

Mississauga, CA
Sep 2024 - Sep 2025

- Translated logistics stakeholder requirements into validated tracking dashboards, improving delivery visibility and forecasting accuracy by 25%.
- Standardized warehouse and cross-dock workflows across manifests, dispatch, and SKU labeling, reducing process variation and improving operational efficiency by 20% .
- Performed pricing and 3PL vendor charge validation using SQL and Excel analytics, reducing billing discrepancies by 15% and strengthening financial and inventory controls.
- Performed root cause analysis on shipment delays, inventory discrepancies, and carrier performance issues, improving service levels and operational efficiency.
- Validated shipment data across all shipment and international shipment DHL platforms, auditing customs and tracking records for weekly average 300 to 450 local packages, Domestic and international packages to ensure data integrity.
- Developed KPI dashboards supporting shipment visibility, direct fulfillment operations, inventory tracking, and customer product delivery performance.
- Analyzed transportation and delivery performance metrics across multiple carrier networks to identify operational improvement opportunities and reduce delivery exceptions.

Business System Analyst
Arcelor Mital Nippon Steel

Surat, India
July 2019 – Dec 2022

- Supported live shipping and goods auctions by documenting requirements and implementing automated bidding logic, contributing to \$500K+ annual cost savings.
- Executed SAP MM purchase document and master data changes, supporting impact assessments, testing activities, defect resolution, and production readiness.
- Optimized SAP vendor aging and debit reports using BAPI and performance tuning, reducing runtime from 15+ minutes to under 3 minutes.
- Automated auction reporting and stakeholder notifications, reducing manual coordination and improving delivery timeliness.
- Prepared functional documentation, coordinated stakeholder inputs, and supported validation of ERP business processes and reporting requirements.

Business System Analyst
Essar Steel Pvt. Ltd.

Surat, India
Aug 2017 – Jun 2019

- Translated cross-functional business requirements into SAP MM and finance reporting solutions, improving audit readiness and financial accuracy by 25%.
- Led SAP MM master data maintenance activities, supporting data accuracy, validation, business process documentation, and UAT sign off for enterprise system enhancements.
- Designed and governed multi-source Power Bi KPI dashboards for leadership, reducing recurring reporting cycles from 2 days to hours.
- Automated change request and report-publishing workflows, strengthening delivery governance and eliminating missed deadlines.
- Collaborated with procurement, finance, and business stakeholders to analyze workflows, document requirements, validate system changes, and support ERP process improvements.

LEADERSHIP AND PROJECTS

Automated Schedule Auction Project - Techno-Functional

- Developed a Reverse & Forward Auction Portal to improve automated communications & improve bidding efficiency.

Vendor Registration Portal Project - SAP MM Consultant

- Designed and implemented vendor onboarding workflows and approval hierarchies for procurement digitization.

Purchase Document Name Change and Validation (CRO/PO) / New Accrual Report

- Supported validation of contract release orders and purchase order workflows ensuring accuracy and compliance.

Goods and Services Tax (GST) Implementation / Coal Project - SAP MM Consultant

- Contributed to the SAP GST module rollout and integration for procurement and finance processes.

EDUCATION

Software Quality Assurance and Test Engineering

Sep 2023 – Aug 2024

Coursework: High-Quality Software Programming, Software Testing Tools, Software Testing Methodologies, Modern Automated Testing, Non-Functional Testing, User Experience Evaluation, Security Testing, Database Testing .

IT Project Management Conestoga College, Canada

Jan 2023 – Sep 2023

Coursework: Project Leadership and Team Management, Scope and Quality, Stakeholder Management, Business Operations, Schedule and Budget, Risk and Issues Management, Advanced Project Planning and Control.

Bachelor of Computer Science Engineering Ahmedabad, India

May 2012 – Sep 2017

Coursework: Database Management Systems, Object-Oriented Analysis & Design (UML), Design and Analysis of Algorithms, Computer Organization & Architecture, Software Engineering, Operating Systems & System Programming, Web Application Development.