

ANANTH EMBRANDIRI

OPERATIONS • BUSINESS ANALYSIS • PROCESS IMPROVEMENT

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PROFESSIONAL SUMMARY

Toronto-based operations and business analysis professional with experience in cross-functional coordination, Excel reporting automation, process improvement, customer operations, and site supervision. Built recurring reporting workflows supporting 10 campaigns and reduced preparation time from about 3 hours to 1. Known for structured thinking, clear communication, accuracy, and follow-through.

CORE COMPETENCIES

Advanced Excel • Stakeholder Coordination • Process Mapping • Project Coordination • Operational Reporting • Documentation • Workflow Improvement • Prioritization • Customer Operations • Cross-functional Communication

PROFESSIONAL EXPERIENCE

Interlinx Security Solutions | Site Supervisor

Toronto, ON | Feb 2024 - Present

- Coordinate day-to-day operations across multiple sites, track open items, communicate expectations, and escalate higher-risk issues early.
- Maintain accurate incident and operational documentation while balancing independent decisions with appropriate escalation.

Shoppers Drug Mart | Customer Service Associate

Toronto, ON | Aug 2023 - Apr 2024

- Processed high-volume cash, debit, and credit transactions while maintaining end-of-shift balancing accuracy.
- Resolved pricing, returns, loyalty, and general service inquiries with a calm, practical customer-service approach.

Media.net | Operations Associate

Mumbai, India | Jun 2019 - Jun 2021

- Built and automated three weekly Excel dashboards supporting 10 campaigns, reducing report preparation from about 3 hours to 1.
- Coordinated reporting priorities and dependencies across technical, content, and publishing teams while keeping recurring deliverables on schedule.
- Used structured testing and analysis in campaign work that contributed to a 27% increase in user engagement over three months.

SELECTED PROJECTS

- Order Fulfillment Reporting Automation - Excel/VBA demo that validates input files, imports data, refreshes reporting, and provides clear failure messages.
- B2B Order Fulfillment Process Mapping - generalized workflow analysis focused on ownership, handoffs, downstream risk, and exception management.
- Pay My Bills - Figma prototype focused on user flows, transaction states, information hierarchy, and payment confirmation.

EDUCATION & TOOLS

George Brown College

Postgraduate Certificate - Health Informatics, 2024
Postgraduate Certificate - Information Systems Business Analysis, 2022-2023

Mumbai University

Bachelor of Engineering - Electronics & Telecommunication Engineering, 2019

Tools & Methods

Excel • VBA • PivotTables • XLOOKUP • INDEX/MATCH • JIRA • Power BI
• Tableau • Python • BPMN/SIPOC • Figma • Visio • Lucidchart