

Navneet Kambow

BUSINESS ANALYST – Business Analysis, Incident Management, Release Management

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SKILLS

- **Database Systems:** Oracle, IBM DB2, and Microsoft SQL Server for systematic data extraction and reporting tasks.
- **Operating Platforms:** Leveraged Windows, Linux, and Oracle Linux for deployment, testing, and access control.
- **Testing Tools and Platforms:** Functional testing using ALM16, defect tracking through Jira, and Confluence logs.
- **Data & Visualization Tools:** Competent in Tableau dashboards, Azure (Basics), and COTS product environments.
- **Programming:** Syntax-level proficiency in Core Java, C++, Python scripting, plus HTML and CSS for UI handling.

WORK EXPERIENCE

Release Coordinator / Technical Business Analyst (Intermediate)

August 2021 – Present

CGI

Halifax

- Coordinated SDLC control sign-offs with ORR team, reviewed test case execution reports, and shared weekly meeting minutes with stakeholders, accelerating traceability across testing phases and meeting compliance audit benchmarks.
- Orchestrated weekly OKV server monitoring, resolved 25+ encryption-linked JIRA tickets, managed SSL certificate life cycle, and minimized environment downtime by 30% during clustered server deployment and upgrade operations.
- Collaborated with four cross-functional departments to evaluate encryption scope on Oracle and DB2 environments, directed root cause reviews, and maintained project-level tracking in Confluence throughout the key migration life-cycle.
- Administered patch upgrades and clustering on OKV nodes, rotated more than twenty console and server certificates, maintained trackers, and decreased renewal errors by documenting dependencies and certificate expiration timelines.
- Logged 50+ change references and INC tickets in ServiceNow for UAT and PROD deployments, validated status across 10+ environments, and assisted in SQL-based decryption unlocks during 5+ post-deployment validations and cutovers.

Production Application Support

January 2020 – April 2021

CIBC

Toronto

- Triage and closed 40+ user support tickets weekly by analyzing record outputs and query mismatches, ensuring fast SLA response adherence across print queue platforms and backend services with reduced escalations across the teams.
- Automated database backup routines & 10+ daily maintenance tasks using shell scripts, improving production recovery test success rate by 40% & reducing manual validation time by 60% across systems during off-cycle maintenance hours.
- Configured application environments for more than 10 modules, documented anomalies post-deployment in ServiceNow, and improved deployment testing workflows by reducing rollback rework cycles and shortening QA closure timelines.
- Monitored print queues, server records, and runtime via dashboards across 15+ distributed environments, restored functionality during 3+ peak-hour slowdowns, and lowered node latency by 30% during major patching release windows.
- Raised and tracked P1 problems in ServiceNow, liaised with Tier 2 teams to address sequential incidents, reduced dependency errors, and ensured SLA compliance with a 98% resolution rate over three consecutive business quarters.

Shift Manager

July 2016 – August 2021

Panda Express

Mississauga

- Directed daily store operations, enforced food safety standards, supervised shift transitions, & ensured 100% audit pass rates by validating digital logs, using workflow systems, and resolving checklist gaps ahead of compliance inspections.
- Managed weekly scheduling and trained 15+ employees by leveraging demand-based forecasts, with a 40% improvement in peak-time shift coverage & cutting scheduling conflicts by automating availability inputs & securing early approval.
- Tracked inventory levels using vendor platforms, placed weekly restock orders, and lowered overstock waste by 25% through streamlining the order-to-delivery cycle and forecast calibration during seasonal demand variations and promos.
- Coordinated with kitchen leads to implement menu changes, validated item consistency across 100+ daily orders, implemented preparation SOPs, and minimized deviations in taste or quality through structured checklist-based oversight.
- Documented and resolved 30+ customer problems monthly, implemented root cause documentation, monitored recurring escalation themes, and increased positive survey responses by 50% using preemptive service recovery strategies.

EDUCATION

Post Graduate Certificate in Cloud Computing

January 2016 – August 2017

Lambton College, Toronto

Master of Technology in Computer Science

August 2012 – April 2015

Shaheed Bhagat Singh College, India

Bachelor of Technology in Computer Science

August 2008 – April 2012

Lala Lajpat Rai College of Engineering and Technology, India

CERTIFICATIONS

- Oracle Certified Professional
- Scrum Master Certification
- Microsoft Azure Fundamentals AZ-900
- US Truck Dispatcher Certificate