

LEO THACHOTH FRANCY, MPS, CSM®

Toronto, ON • 905-807-6231 • thachothfrancy.l@northeastern.edu • www.linkedin.com/in/leothachothfrancy
• <https://www.leothachothfrancy.com/>

PROFESSIONAL SUMMARY

Results-driven analytics, business analysis, and delivery professional with a Computer Science Engineering foundation, a Master's in Analytics from Northeastern University, Toronto, and Certified ScrumMaster® (CSM®) certification. Proven track record of coordinating cross-functional teams, managing action items, risks, and stakeholder communication, and keeping technical and operational deliverables on schedule. Experienced in leading Jira migration, workflow redesign, gap analysis, requirements gathering, and process mapping for healthcare data science and high-volume operational environments. Adept at bridging business and technical stakeholders through Agile/Scrum practices, user stories, and data-informed decision-making. Proficient in SQL, R, Power BI, Tableau, Python, and Excel to build dashboards, KPIs, and actionable insights that improve delivery visibility, governance, and operational performance.

CORE COMPETENCIES & TECHNICAL SKILLS

- Business Analysis: Requirements Elicitation, BRD, Gap Analysis, Process Mapping (BPMN), User Stories, Root Cause Analysis, Wireframing.
- Project Controls: WBS, Scope Control, Milestones, Dependency Tracking, Action Log, Governance Reporting.
- Project & Product: Agile/Scrum, Microsoft Project, Jira, Confluence, Backlog Management, Sprint Planning, Stakeholder Management.
- Supplier / Vendor Coordination: Deliverables Tracking, Clarification cycles, PO/quote follow-up, Documentation Alignment.
- Analytics, Visualization & BI: ETL Pipelines, Data Cleaning, Excel, Power BI, Tableau, Dashboard Design, KPI Definition, Reporting.

EDUCATION

Master of Professional Studies, Analytics Northeastern University, Toronto, ON **Mar 2026**
CGPA: 3.93/4.0

Bachelor of Technology, Computer Science Engineering, India (Canadian equivalency verified by WES) **Jun 2023**

PROFESSIONAL EXPERIENCE

Agile Project Management Volunteer (Data Science Team) Unity Health Toronto, Toronto, ON **Aug 2025 - Present**

- Support a healthcare data science team through digital delivery governance, including project tracking, workflow design, and reporting in Jira.
- Led requirements elicitation, gap analysis and process mapping, structured work into epics/stories/tasks, and documented workflows to improve clarity and adoption.
- Configured Jira boards and dashboards (Sprint Velocity, Cycle Time, WIP/backlog health), produced status summaries, and maintained documentation for consistent tracking.
- Improved delivery visibility and reduced manual status reporting effort by 40% through standardized workflows and dashboard-led reporting.

Associate Project Manager (Product Owner Responsibilities) Zartek Technologies, Kochi, India **Jan 2024 - Mar 2024**

- Owned sprint delivery coordination for multiple software products (Trading Tool, Loyalty App, CRM), aligning stakeholders and cross-functional teams to deliver releases on schedule.
- Translated requirements into Jira backlogs (user stories, priorities, acceptance checkpoints), facilitated stand-ups and sprint reviews, and managed risks and blockers.

- Used Jira for sprint execution and Power BI for reporting (Sprint Velocity, Defect trends), with ongoing stakeholder updates and delivery status reporting.
- Improved team productivity by 15% by identifying bottlenecks through sprint dashboards and driving corrective actions with the delivery team.

Teaching Assistant (Graduate Analytics Program) Northeastern University, Toronto, ON

Apr 2025 - Apr 2026

- Support graduate learners by simplifying analytics concepts and improving how they plan and deliver analysis work.
- Coach end-to-end delivery thinking (problem framing, requirements/user stories, prioritization, timelines, next steps) and help students present stakeholder-ready insights.
- Use SQL, R, and structured templates/checklists to guide debugging, analysis setup, and clear interpretation of results.
- Improved learner outcomes by 30% (assignment score improvement) by running structured review sessions and providing reusable templates.

Operations Support (CSR) Beck Taxi, Toronto, ON

Jan 2025 - Present

Serving as the primary liaison between clients, dispatchers, and drivers in a high-volume logistics environment.

- Provide real-time operations support in a high-volume environment, coordinating service requests across dispatch and field operations.
- Triage and resolve time-sensitive issues (pickup accuracy, delays, cancellations) using structured problem solving, clear communication, and escalation when required.
- Maintain accurate service records in internal systems, categorize issue types, and support clean data capture for operational reporting and improvement.
- Reduced repeat issue escalations by 60% by identifying recurring failure patterns and sharing actionable summaries with supervisors for process adjustments.

KEY PROJECTS & CONSULTING

Logistics Data Pipeline & Market Analysis, Confidential Logistics Client (NDA Protected)

Apr 2025 - Jun 2025

Designed a data-driven strategy to optimize cargo logistics using external market data.

- Delivered an analytics project focused on improving logistics planning using external market and operations data.
- Built an end-to-end data pipeline (ingest, clean, normalize) and delivered BI reporting for shipment trends, route delays, and cost patterns. Created milestones, risks and action tracking for stakeholder updates.
- Tools used: Python, R, Excel, Power BI & Tableau, REST APIs, ETL and dashboard development.
- Reduced manual status reporting by 20% per week through dashboard-led reporting and improved decision visibility for capacity and routing discussions.

Northern Roots - Technical Project Manager & Co-Creator (Enactus Project) Toronto, Canada

Nov 2025 - Present

- Product and delivery role supporting development of a digital hub for Indigenous-owned businesses with measurable impact goals.
- Conducted stakeholder workshops, produced requirements documentation (BRD/user needs), and translated insights into a prioritized roadmap, MVP structure, and value proposition.
- Tools used: Requirements documentation, Stakeholder workshops, Figma, Wireframing, KPI definitions, roadmap planning.
- Improved delivery clarity and stakeholder alignment by translating needs into an actionable roadmap and KPI framework, enabling consistent progress tracking and partner/judge-ready reporting.

VOLUNTEER & LEADERSHIP

College Chairman: Christ College of Engineering, Irinjalakuda, India · **Vice President:** AI Incubator, Northeastern University, Toronto, Canada · **Events Lead:** Google Developers Group on Campus, Northeastern University (Feb 2025 - Present)

Certifications: [GLI Leadership Certificate](#), [Applying AI Technologies to the Workplace \(NEU\)](#), [AB – 730\(AI\) \(Ongoing\)](#), [Certified ScrumMaster® \(CSM®\)](#)