

Jaini Desai

People Analytics | Workforce Intelligence | Enterprise AI

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PROFESSIONAL SUMMARY

I have built People Analytics from the ground up twice — at Walmart Canada supporting 100,000 employees, and at Starbucks Canada, where the mandate expanded into designing and piloting enterprise intelligence systems across HR, Total Rewards, Labour Relations, and Supply Chain. My measure of success is leaders making decisions on data, not intuition. The six platforms in the Innovation Portfolio below are what that looks like when AI enters the equation.

INNOVATION PORTFOLIO

All platforms produce structured, executive-ready summaries designed to feed directly into leadership reporting and presentation workflows.

Platform	Intelligence It Delivers	Value
Talent Intelligence	Succession gaps, retention risk, and pipeline coverage surfaced before calibration begins; executive-ready summaries structured for immediate leadership use	Calibration prep from 3–5 hours to under 30 minutes per leader; consistent intelligence framework applied across every review cycle
Total Rewards Intelligence	Multi-agent system orchestrating Labour Market Risk, Pay Equity, and Collective Agreement Intelligence into one CFO-level view; executive summaries ready for leadership and board reporting	Weeks of manual analysis connected into a single output; financial liability quantified before audit or bargaining begins
Employee Feedback Intelligence	Multi-agent NLP extracting themes, burnout signals, and accountability gaps from 20,000 to 40,000 open-ended responses; structured executive summaries surfacing where to act and what to prioritize	Patterns invisible at volume made actionable; low-hanging fruit identified and structured for leadership decision-making
Labour Tightness Classification	283 Canadian cities scored across 5 workforce tightness factors; intelligence feeds directly into workforce planning and resource investment decisions	Talent pool depth and market constraints visible before hiring windows close; reactive workforce planning replaced with forward-looking strategy
CANIntelligence	Real-time legislative intelligence across employment standards, WSIB, WCB, and HR compliance for all 13 provinces with cited government sources	Specific legislative questions answered in minutes; termination entitlements, injury obligations, notice periods surfaced with full source citations
Supply Chain Intelligence	Multi-agent system: master orchestrator synthesizing inventory risk, supplier performance, order exceptions, and client exposure; executive briefings and disruption scenario analysis on demand	Planners shift from daily manual consolidation to proactive risk decisions; multi-agent reasoning applied across a non-HR domain

Full platform architecture, agent outputs, and demos: jainidesai.com

PROFESSIONAL EXPERIENCE

Starbucks Canada | Toronto, ON

Jan 2025 – May 2026

Senior Data Scientist, People Analytics

Workforce Analytics & Function Build

- Built Starbucks Canada's People Analytics function from the ground up, establishing core reporting infrastructure covering headcount, workforce movement, leave of absence management, absenteeism, and workforce planning, providing HR leadership with consistent, governance-ready intelligence for the first time.
- Delivered analytics and prescriptive intelligence used across HR, Finance, Operations, and Customer Analytics, connecting people data to cross-functional decisions at enterprise scale.

Advanced Analysis & Insight Delivery

- Led end-to-end analytical cycles from data extraction, workforce modeling, and forecasting through predictive analysis, optimization, and scenario planning to insight generation and executive delivery; translated complex, multi-variable business questions into clear narratives connecting workforce conditions, business performance, and customer outcomes into decisions leadership could act on across quarterly business reviews and ad-hoc leadership requests.
- Built Power BI dashboards and scorecards tracking key performance indicators and workforce trends, providing leadership and business partners with a consistent, self-service view of business and people performance across the Canadian enterprise.
- Supported business partners and leadership with combined internal and external labour market intelligence, integrating workforce data, external risk signals, labour market tightness, and compensation benchmarks to inform store visits, resource allocation, and strategic planning decisions; piloted risk models and classification tools to automate and scale this intelligence.

Talent Management

- Delivered multiple talent management cycles end-to-end, transforming a fragmented Smartsheet and Excel-based process into a governed Power Platform solution with Power Automate flows, Power BI dashboards, calibration tools, and succession planning analytics, turning a manual administrative process into a live business intelligence capability.
- Designed and developed a custom Copilot Studio agent trained on internal talent frameworks and competency models, enabling HR leaders to access calibration summaries, succession depth, and retention risk signals through a governed intelligence layer.

Engagement Analysis & Employee Listening

- Conducted deep-dive engagement analysis across multiple cycles, applying NLP, topic modeling, sentiment analysis, regression, and principal component analysis to structured and unstructured feedback data to identify the levers that drive engagement, distinguish root causes from symptoms, and connect employee experience signals to business and customer outcomes.
- Built a multi-agent NLP system to extract structured themes, sentiment scores, and actionable insights from 20,000 to 40,000 open-ended responses, surfacing burnout signals, accountability gaps, and low-hanging fruit in executive-ready summaries that replaced weeks of manual analysis.

Ways of Working & Intelligent Automation

- Designed and piloted a suite of intelligence platforms across HR, Total Rewards, Labour Relations, and Supply Chain as detailed in the Innovation Portfolio, building the intelligence layer that enables proactive decision making across the enterprise.
- Developed Copilot-powered ways of working tools including job description search and workflow automation, embedding practical assistance directly into daily HR processes.
- Automated the parental top-up application process end-to-end using Power Platform, replacing a manual payroll workflow with an integrated, dashboard-driven platform that eliminated manual effort and improved accuracy.

People Analytics Platform & Data Infrastructure

- Developed an integrated People Analytics platform and workforce intelligence scorecards delivering unified workforce metrics and decision-ready insights to HR and business leadership for workforce planning, talent, and operational decisions.
- Managed and delivered a structured reporting schedule including monthly and quarterly business review cycles, governance committee reporting, and ad-hoc analytical requests, ensuring consistent, timely, and audit-ready outputs for senior HR leadership and business partners.
- Designed and built Power BI reporting dashboards integrating multiple data sources through ETL processes to handle large datasets across the enterprise.
- Built dynamic tools and apps using PowerApps and Power Automate to streamline reporting, reduce manual effort, and digitalize HR operations.

Advanced Analytics & Workforce Modeling

- Identified key turnover drivers through predictive analytics, decomposition, and decision trees, with findings used to shape retention interventions across the enterprise.
- Forecasted absenteeism and turnover using time series and regression models, giving HR and operations teams earlier visibility for staffing and recruitment planning.
- Conducted pay compression analysis using regression and correlation techniques, with outputs feeding directly into enterprise wage strategy decisions.
- Designed labour force risk models that flagged workforce risk concentrations by geography, role, and tenure, used by senior leadership in organizational design and strategic planning.

Engagement Analysis & Behavioural Science

- Applied regression, feature extraction, topic modeling, sentiment analysis, and NLP to engagement data to surface patterns not visible in standard survey reporting.
- Built models to identify teams and leaders at elevated disengagement risk, with prescriptive recommendations going directly to HRBPs.
- Delivered board-level workforce narratives consolidating turnover, absenteeism, engagement, and compensation data into intelligence that influenced talent decisions at the executive level.

Labour Relations & ER Analytics

- Conducted national-level Employee Relations analytics including investigations tracking, deep-dive analysis, and risk heat maps identifying ER risk concentrations by region, department, and tenure across a 100,000+ employee organization.
- Built labour relations risk scorecards integrating internal workforce metrics and external labour market signals, using PCA to combine engagement data, turnover, absenteeism, compensation, and external risk factors into unified, decision-ready workforce risk intelligence for senior HR leadership.
- Integrated and analyzed data across multiple HR systems and data sources to identify patterns, surface connections, and deliver proactive risk intelligence to governance and senior leadership audiences.
- Drove change management and process improvement across the HR analytics function, replacing manual reporting workflows with automated, governed platforms and establishing data quality routines that improved completeness, consistency, and auditability.

Talent Management & Organizational Intelligence

- Built and scaled the talent analytics portfolio end-to-end, from Power Platform and Power BI dashboard development through talent calibration, succession planning analytics, and executive insight narrative delivery, running multiple cycles through the year to support ongoing talent and workforce decisions.
- Developed a Talent Management Framework supporting strategic workforce and succession planning, enabling HR and business leaders to assess talent readiness and plan organizational continuity at enterprise scale.

EARLIER EXPERIENCE

Rogers Communications | Toronto, ON

2016

Senior Reporting Analyst, Human Resources

Golder Associates | Mississauga, ON

2014 – 2016

HR Metrics Analyst

CORE CAPABILITIES

Analytics & Modeling	Predictive modeling, regression, clustering, NLP, sentiment analysis, topic modeling, survival analysis, time series, PCA, driver modeling
Data Engineering	Azure Databricks, SQL (8+ years), Python, ETL pipelines, data governance, data quality management
Intelligent Automation	Copilot Studio, Flowise, GPT-4o, LLM workflow integration, RAG architecture, multi-agent systems, Power Automate, PowerApps
Visualization	Power BI, executive dashboards, scorecards, self-service reporting infrastructure
Executive Delivery	Board-level intelligence narratives, QBR delivery, governance committee reporting, stakeholder influence, decision support
ER & Labour Analytics	Investigations tracking, labour relations risk, ER heat maps, risk pattern identification, governance reporting
Platforms	Microsoft Power Platform, Power BI, SharePoint, Teams, Pinecone (vector search), Snowflake

EDUCATION & CERTIFICATIONS

Advanced Certificate in AI Agent Workflows & Agentic Systems Development (in progress) | IIT Madras

Postgraduate Certificate, Artificial Intelligence & Machine Learning | University of Texas at Austin | 2021

Postgraduate Diploma, Human Resources Management (Co-op) | Sheridan Institute

Bachelor of Science, Statistics | Maharaja Sayajirao University

Certifications: HR Analytics, Cornell University | Strategic Workforce Planning, HCI | HBX Core, Harvard Business School