CURRICULUM VITAE

Thomas Eapen

Research · Data · Systems

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I am a federal public servant experienced in data collection, programming, reporting and process improvement.

01 Professional experience

Select a job title for details ↗

Research and Policy Analyst ↗ CURRENT

Employment and Social Development Canada (ESDC)

I modernize our team's data processing so the whole team can run and maintain it.

- Rebuilt a data process almost 30 years old: the same results, now explained in about 550 pages.
- Automated our tables for a report tabled in Parliament, in English and French, freeing the team's time for analysis.
- Connected our analysis directly to the database, so reports can be produced by a program instead of by hand.

Highlights of this role are on page 2.

Data Science Programmer ↗

Agriculture and Agri-Food Canada

I was the primary developer responsible for migrating a forecasting process from SAS to R and Python.

Data Officer ↗

Agriculture and Agri-Food Canada

I collected Measures of Support data on government support to agriculture and looked for ways to improve data collection, processing and dissemination.

Senior Workforce Optimization Analyst ↗

Tangerine Bank

I developed reporting and process improvements across workforce disciplines. I was recognized as a winner of the Support Hall of Fame in 2017.

Intra-Day Analyst ↗

Tangerine Bank

I helped manage and report on the call centre's capacity to meet incoming call volumes. I won the MVP award in 2016.

Application Support Analyst ↗

Tangerine Bank

I provided second-level on-site and remote IT support for Tangerine Bank sites.

Programmer ↗

Nexus Business Systems

I created software programs and frameworks supporting new and modified business processes.

Network Administrator ↗

International House

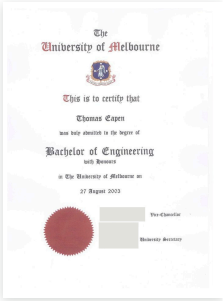
I administered the student network at the International House residential college.

OTHER ROLES Telematics Feasibility Consultant · Customer Service Attendant, Rail Corporation NSW · Store Person and Retail Associate, McKnight's Retravision · Student Mentor, University of Melbourne

02 Education

Bachelor of Engineering with honours

University of Melbourne · 2003


The University of Melbourne

This is to certify that

Thomas Eapen

Bachelor of Engineering

03 Technical skills

I have broad technical skills that I apply in a holistic manner.

TOOLS R · Python · SQL · DuckDB · Git · Azure · Power BI

Technical skills and examples

04 Research and Policy Analyst: highlights

Employment and Social Development Canada (ESDC)

Data processing the whole team can run and maintain.

I modernize how our team prepares and analyzes program data. Four pieces of work, each with what it changed for the team:

A process almost 30 years old, rebuilt ↗

The process that prepares our reporting tables had no documentation, and few on the team could read it. I directed AI agents to rebuild it, ran it on the real data myself and tested every step against the old output.

Identical results, explained in about 550 pages.

Tables for a report to Parliament, automated ↗

Many of us built these tables and checked every number by hand. They are now rebuilt from the raw data and checked automatically, in English and French.

The team's time is freed for analysis and writing.

A direct link to our database ↗

Much of our reporting relied on data exported by hand into spreadsheets. I connected our analysis tools directly to the database, so a report can be produced by a program from start to finish.

Less manual work, fewer chances for error.

Our analysis on the department's cloud platform ↗

I set up our analysis tools on the department's cloud platform, automated our first report there, shared what I learned with IT and trained colleagues to use it.

Room for our largest data, and a first report much faster to produce.

WHAT IT MEANS FOR THE TEAM

KEEPING IT RUNNING	GETTING IT RIGHT	THE TEAM'S TIME
Before: understood by a few	Before: numbers checked by hand	Before: spent building tables
Documented, so the whole team can run it and change it	Checked by programs, every time	Freed for analysis and writing

AI hackathon ↗

For the department's 2026 hackathon I designed an AI prototype that drafts the record of an Employment Insurance decision. The officer decides; the AI only drafts. It was tested on fictional cases only.

Papers and presentations ↗

- Data Processing: A Different Paradigm
- The Data Pipeline
- Git Workflow
- EI Data Process Overview
- Lightning RoD: AI Hackathon

05 How I work

I take my job seriously and care about the quality of my work, and I like to have fun along the way. I ask for help when needed and am happy to help my colleagues. I am dedicated to doing the best that I can.

> *I feel that for my work to be vibrant, it has to be continually evolving. This continuous movement allows me to see new possibilities and helps me solve problems in new ways.*

Detailed experience and examples: nowlabs.net