

# AKSHAY B KRISHNA

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## PROFESSIONAL SUMMARY

Experienced Data Validation Associate with 3+ years in the US health insurance domain, skilled in SQL, Excel, data validation, and process optimization. Currently pursuing an MBA in Business Analytics at Mittal School of Business, LPU, with a strong foundation in EDA and analytical problem-solving. Proven leadership as an acting team lead, managing escalations and cross-functional coordination. Excellent communication and collaboration skills with a track record of maintaining strong client and team relationships.

## SKILLS SUMMARY

**Tools/Platforms:** MS Office (Excel, PowerPoint, Word), Power BI, Python, SQL, Ticket Management Systems

**Power Skills:** Communication, Analytical Thinking, Leadership, Team Coordination, Cross-Functional Collaboration

## WORK EXPERIENCE

**Speridian Technologies** | Trivandrum

May 2022 - Feb 2025

*Data Validation Associate*

- Validated and maintained large-scale health insurance datasets with 98% accuracy, ensuring compliance with client and federal standards.
- Managed and resolved 500+ tickets monthly through *Speridian o360*, maintaining a 95% on-time resolution rate.
- Collaborated with US agents and customers via calls, tickets, and emails to resolve Tier 2+ escalations efficiently.
- Supervised and mentored a team of associates, streamlining workflows and improving process efficiency by 10%.
- Conducted periodic data audits and root cause analyses to enhance accuracy and reduce rework.
- Acted as interim Team Lead, overseeing team performance, SLA adherence, and cross-functional coordination.
- Built strong working relationships with US clients and cross-departmental teams to ensure seamless operations.

**Benefitalign** | Trivandrum

Sep 2021 - May 2022

*Data Validation Trainee*

- Supported the data validation team in processing and verifying health insurance applications under FFM and State Exchange programs.
- Cleaned, matched, and corrected data discrepancies across multiple systems.
- Assisted in ticket resolution and documentation, maintaining process compliance and turnaround efficiency.
- Collaborated with senior associates and US counterparts to understand client requirements and escalation handling.
- Contributed to creating standard operating procedures (SOPs) for common validation issues, improving consistency and speed.

## EDUCATION

**Mittal School of Business - Lovely Professional University**

*Master of Business Administration – Business Analytics*

Phagwara, Punjab

Aug 2025 - May 2027

**Amrita School of Engineering – Amrita Vishwa Vidyapeetham**

*Bachelor of Technology – Computer Science and Engineering*

Kollam, Kerala

Jul 2015 – Mar 2019

## CERTIFICATIONS/ CERTIFICATES

- Google Data Analytics Certificate - Coursera In Progress – Exp. Nov 2025
- Microsoft Excel, Power Bi and Tableau: From Basics to Advanced - LPU In Progress – Exp. Nov 2025
- IELTS (International English Language Testing System) – Overall Band 7.5 2023

## PROJECTS/ LIVE PROJECTS

**Financial Ratio Analysis | India Cements Vs Ramco Cements (FY 2023-2025)**

Sept 2025 - Oct 2025

- Performed a comparative financial ratio analysis to assess profitability, liquidity, and operational efficiency using Excel.
- Compiled insights into a professional PowerPoint and PDF report, highlighting key performance trends and recommendations.

**Financial & Capital Structure Insights | Kansai Nerolac Paints Ltd.**

Aug 2025 - Oct 2025

- Conducted an in-depth analysis of the company's capital structure, leverage, and key financial ratios including Debt-to-Equity, Interest Coverage, and WACC.
- Evaluated multi-year performance trends to derive insights on financial decision-making, capital structure strategies, and risk-return trade-offs.

**E-Commerce Price Intelligence and Comparison Tool | B.Tech Final Year Project**

Aug 2018 - Mar 2019

- Built an automated data extraction tool to collect and compare product prices across multiple e-commerce platforms, enabling users to identify the lowest price instantly.
- Reduced manual comparison efforts by 10+ hours weekly and enhanced personalization through algorithm-driven recommendations.