SAFA SHAIKH

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Experienced Data Analyst with a strong background in Python, SQL, Power BI, Tableau, and MongoDB, delivering actionable insights through data visualization and reporting. Proven ability to drive business decisions by analyzing complex data and optimizing processes.

PROFESSIONAL EXPERIENCE

CITIBANK   **Pune, India**
Technology Analyst   **Dec 2022 - Aug 2024**

- Led the onboarding of a replay utility, eliminating high-risk manual MTP actions by analyzing workflows and training 50+ users, improving production processes.
- Collaborated with the Product team to analyze transaction workflows and data patterns, reducing rejection rates by 45% and impacting 10,000+ monthly transactions.
- Designed and implemented an automated reporting system for 60+ SQL queries, saving 60 man-hours monthly and receiving 100% positive feedback from the operations team.
- Implemented a seamless Direct Debit (DD) flow for 500+ clients by generating client reports and training OPS/Support teams, ensuring successful onboarding.
- Deployed optimized OTC scripts, reducing failover time from 2.4 hours to 50 minutes, benefiting 200+ users as part of Business Resilience initiatives.
- Developed interactive dashboards using Grafana and Power BI to analyze trends for 500+ monthly transactions, improving decision-making through data visualization.

LARSEN AND TOUBRO INFOTECH   **Mumbai, India**
Software Engineer   **Dec 2021 - Dec 2022**
Associate Analyst   **Aug 2020 - Dec 2021**

- Automated backout processing and log extraction using unique transaction IDs, reducing L1/L2 team effort by 120 hours per week.
- Developed an automated alert system to monitor client breaches in TPS/TPM, reducing transaction downtime by 30% and ensuring uninterrupted transaction flows for over 500 clients.
- Re-engineered the report generation process for 300+ reports by analyzing workflows, identifying bottlenecks, and optimizing processes, improving efficiency by 100%.
- Gained expertise in ISO20022 payment message formats (PAIN, PACS, CAMT) and APAC clearing systems to enhance payment operations.
- Supported data integration by onboarding web service callouts from GPPSP to external applications for account and customer validation using SOAP and REST APIs.
- Evaluated 1,000+ test case results, conducted root cause analysis, and provided data-driven insights to resolve production issues, maintaining system reliability.

CHAMBER OF COMMERCE   **Mumbai, India**
Internship   **Mar 2020 - Aug 2020**

- Analyzed and interpreted web usage data for 50,000+ monthly visitors, enhancing the design and user experience of web pages, aligning them with business goals and increasing user engagement by 20%.
- Collaborated with 5+ cross-functional teams to gather data requirements, improving the efficiency of data-driven processes by 25%, resulting in faster decision-making.
- Designed and developed 10+ data visualization components to track user engagement, leading to a 15% improvement in conversion rates.

EDUCATION

RENNES SCHOOL OF BUSINESS   **Rennes, France**
Master in Financial Data Intelligence   **2024-2025**

- Played an integral role in conceptualizing and establishing the college podcast team, set to launch in Feb 2025, with a mission to amplify student voices, share insights, and foster community engagement.

UNIVERSITY OF MUMBAI   **Mumbai, India**
Bachelor of Science, Major in Information Technology (CGPA 8.50)   **2017-2020**

- Presented a UGC-approved Research Paper called 'Stock Care' at a National Conference and Published in the International Journal of Advance & Innovative Research (IJAR) ISSN 2394-7780

ADDITIONAL INFORMATION

- **Technical Skills:** Java, JavaScript, Angular, Python, Oracle DB, Axlane, CICD, PowerBI, Tableau. ServiceNow, Jira, ITRS, Splunk, Grafana, Agile, RedHat OpenShift, Kibana.
- **Languages**: English (Fluent), French (A2), Hindi
- **Certifications:** Udemy Certification for Python, PowerBI.
- **Awards:** Received PAT on the back, VAOW award and 2x Citi Gratitude Award