Katrina Chiu

Apartment 3, The Points Cube 5, D18NT63, Ireland

katrinachiu98@gmail.com • +353 0894233480

Analyst with 2 years' experience bridging business and technology to deliver enterprise platforms and measurable process improvements. Skilled in requirements discovery, workflow mapping, data validation and UAT, with a record of cutting SLA breaches and automating executive reporting for BT's Global Service Desk. Completing an MSc in Business Analytics I combine analytical rigor with developing expertise in portfolio, risk and compliance concepts. Adept at translating complex financial and technical issues into clear, actionable deliverables that accelerate user adoption and maximise ROI.

KEY SKILLS- Data Analysis, Financial Modelling, SQL , Python, Data Management, Business Intelligence, Dashboarding, Stakeholder Engagement and Communication, Strategic Planning and Forecasting, Market Research, Trend Analysis, Agile Methodologies (Scrum), JIRA, Tableau.

EDUCATION

Dublin Business School 2025

Master's in Business Analytics (Machine Learning, Business Strategy, Project Management, Financial Analysis

St. Xavier's College Autonomous, Kolkata 2019

Bachelor's in Commerce (Specialization in Finance)

PROFESSIONAL EXPERIENCE

Service Desk Analyst / Business Analyst-BT E-Serv Pvt Ltd, Kolkata 09/2021-02/2024

- Analysed incident-lifecycle and SLA data exported from ServiceNow using Excel (Power Query, pivot tables, VBA macros); uncovered bottlenecks that cut average resolution time from 14 min to 9 min (-36 %).
- Acted as on-call escalation point for Priority-1 incidents, coordinating engineers, vendors and senior managers; sharpened concise real-time communication skills and ensured rapid resolution of critical service outages.
- Mapped current- and future-state support processes in Word and presented findings in PowerPoint, recommending removal of three redundant approval steps and reducing backlog by 22 %.
- Coordinated UAT for enhanced ticket-categorisation logic; created test scripts in Excel, logged defects, tracked fixes
- Developed dashboards and business intelligence reports to track key performance metrics which increased performance by 15%.
- Managed and analysed large datasets using SQL, providing actionable insights to leadership.
- Provided IT support through ServiceNow ticketing, resolving 95 % of Level-2 data issues within 24 hours—recognised with "Employee of the Quarter".

Data Entry Intern-Edominer Technologies Pvt Ltd, Kolkata 01/2019- 03/2019

- Conducted data validation and cleaning using Excel, ensuring data integrity for key business functions.
- Assisted in market research and compiled key client data to enhance business strategy.
- Created interactive Excel & Power BI reports for 12 product lines, cutting report-prep time from 2 days to 4 hours.

ACHIEVEMENTS

- Employee of the Quarter at Zambrero Ireland for exceptional service delivery.
- Employee of the Month (November 2021 & November 2022) at BT E-Serv for excellence in data analysis and reporting.
- Brilliant rating July 2023 for outstanding performance on key projects at BT.

CERTIFICATIONS- Google Data Analytics Certification | Coursera 2021