Katrina Chiu

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Education:

- Dublin Business School | Master's in Business Analytics *(April 2024- June 2025)*
  Classification: First Class Honors (1.1)
  Programming for Analytics, Requirements Analysis, Applied Statistics & Machine Learning, Business Strategy, Business Intelligence & Visualization, Project Management for Business Analytics, Financial & Business Analytics, Applied Research Methods, Data Mining, Applied Research Project.
- St. Xavier's College (Autonomous), Kolkata | Bachelor's in Commerce, Specialization in Finance *(May 2016- May 2019)*

Professional Experience:

British Telecommunications (BT), Kolkata *(February 2022- February 2024)*
Business Support Analyst

- Provided technical support and root cause analysis to enterprise clients using ServiceNow.
- Collaborated with other functional teams to resolve user escalations while ensuring SLA compliance and customer satisfaction.
- Designed Power BI dashboards to track customer support performance reducing the resolution time by ≈16%.
- Provided rapid resolution for escalated Priority-1 incidents, coordinating engineers, vendors and senior managers.
- 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%.
- Developed strong stakeholder management skills through regular client interactions, translating complex technical processes into clear business terms.
- Provided IT support through ServiceNow ticketing, resolving 97% of Level 2 data issues within 24 hours—recognized with "Employee of the Quarter".

British Telecommunications (BT), Kolkata *(August 2021- February 2022)*
Technical Support Analyst

- Delivered technical support to enterprise customers through ServiceNow, maintaining 96% same day resolution rate.
- Collaborated with cross-functional teams to document workflows and standard operating procedures (SOPs), improving knowledge transfer and consistency.
- Troubleshot system issues, collaborated with other teams and escalated critical incidents to ensure smooth service delivery.
- Created support documentation and knowledge articles, improving first contact resolution by 18%.
- Recognized within 3 months for excellence in communication and client satisfaction, supporting business continuity and strengthening client relationships.

Wanley and Company, Kolkata *(January 2019- July 2021)*
Business Process Analyst

- Ensuring smooth integration between in-store sales, online sales, and supply chain systems.
- Increased sales efficiency by analyzing customer purchasing trends and optimizing product placement, leading to a 12% uplift in monthly sales.
- Cut operating costs by 18% by identifying inefficiencies in supplier ordering and negotiating better bulk-purchase terms.
- Designed performance dashboards to track KPIs (conversion rate, average basket size, repeat customers), enabling data-driven decision-making by management.
- Achieve a 10-15% increase in sales per square foot by optimizing product mix and store layout.

eDominer, Kolkata *(January 2018- March 2018)*
Data Entry Intern

- 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.

Skills and Interests:

- Skills: SQL, Python, JIRA, Tableau, Power BI, Excel, Machine Learning, Programming, Data Analysis, Financial Modelling, Data Management, Business Intelligence, Dashboarding, Stakeholder Engagement & Communication, Strategic Planning & Forecasting, Market Research, Trend Analysis, Agile Methodologies (Scrum), Customer Experience, Escalation Handling, Knowledge Base Maintenance, Process Documentation, Business Strategy, Project Management, Financial Analysis.
- Languages: English (Full professional proficiency, IELTS 7.5), Bengali (Native or bilingual proficiency), Hindi (Native or bilingual proficiency), Chinese (Bilingual proficiency).

Projects:
Analysis of Predictive Policing Systems Using Chicago Data, Requirements Analysis: Integration Requirements Report, Project Management: Inter-App Data Flow.

Licenses and Certifications:

Google Data Analytics: Foundations, Data Driven Decisions, Data Exploration, Data Processing, Data Analysis, Data Visualization, Data Analysis with R Programming, Google Data Analytics Case Study, Employee of the Month (Nov 2021 & Nov 2022) at BT E-Serv for excellence in data analysis and reporting, Brilliant rating July 2023 for outstanding performance on key projects at BT.

References:

Dr. Paul McEvoy | Assistant Academic Director, Computing, Dublin Business School | paul.mcevoy@dbs.ie
Mr. Chetan Sadana | Operations Manager at British Telecommunications, Kolkata |
chetan.sadana@yahoo.co.in