

Kristianto

Data Analyst | Financial Services Specialist

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About Me

Data Analyst with 7+ years of experience in financial services and insurance analytics. Consistently delivered measurable business improvements including 30% risk reduction and 20% operational efficiency gains through data-driven insights and predictive modeling. Skilled in transforming complex datasets into clear, actionable recommendations that support strategic decision-making.

Core Competencies: Risk Assessment • Business Intelligence • Claims Analytics • Data Storytelling • Process Optimization

Working Experiences

DATA ANALYST CIPTA INTEGRAL DUTA

Aug 2022 – Present

Financial Services (Employee Benefits Management)

- Led development of customer segmentation models using Python and SQL for 50,000+ participants, improving operational efficiency by 20% and customer engagement by 25%.
- Designed and deployed Power BI dashboards for claims monitoring, achieving 98% data accuracy and reducing monthly reporting time by 75%.
- Built web-based claims data management system with automated data transformation using Brix system, improving data processing efficiency by 20%.

HEALTHCARE & LIFE INSURANCE ANALYST ASURANSI JIWA PRO-LIFE

Aug 2017 – Aug 2022

Life & Health Insurance (Division Claim Department)

- Created interactive claims performance dashboard in Life-OPS system, enabling leadership to monitor KPIs and business trends effectively.
- Optimized claims processing workflows through data analysis, increasing customer satisfaction by 20% and reducing resolution time.
- Ensured regulatory compliance while supporting operational improvements and policy optimization initiatives.
- Lead the analytical aspects of developing a web-based claims information system, coordinating with IT teams and vendors to guarantee the fulfillment of business requirements.

BUSINESS ANALYST AAI INDONESIA

May 2015 - July 2017

Third-party administrator for healthcare benefits.

- Designed database architecture using Entity-Relationship Diagrams (ERD), increasing processing efficiency by 20% during digital transformation.
- Automated data uploads via .txt file integration, reducing manual entry and improving operational efficiency by 30%.
- Led data cleansing initiatives using SQL and Excel, improving data accuracy by 67% and establishing sustainable quality control processes.
- Executed complex SQL queries on large healthcare datasets, contributing to 30% increase in client satisfaction and contract renewals.

Education

FULL STACK DATA ANALYTICS RevoU **October 2024 - January 2025**
Covering the entire data lifecycle, including acquisition, preparation, analysis, visualization, and communication of insights, with proficiency in Python, SQL, Tableau, and Power BI. Hands-on experience with real-world datasets to build data stories for business decision-making.

BACHELOR OF ACCOUNTING Pancasila University **September 2013 - March 2018**
Completion comprehensive program covering fundamental accounting principles, financial reporting, auditing, and taxation. with a project on the Implementation of Information System Applications on External Claim Reports.

DIPLOMA IN ACTUARIAL SCIENCE Ministry of Finance of the Republic of Indonesia **August 2003 - February 2006**
Completion comprehensive program covering fundamental accounting principles, financial reporting, auditing, and taxation. with a project on the Implementation of Information System Applications on External Claim Reports.

Professional Development

Insurance Expertise Development (2006 - 2013) During this period, focused on building specialized insurance expertise:

- Obtained advanced certifications in Life Insurance and AAIJ Certificate of Competence.
- Gained hands-on experience in insurance operations and regulatory compliance.
- Developed deep domain knowledge in life and health insurance products.

Skill & Soft Skill

Technical Skills :

• Programming	: Python (Pandas, NumPy, Scikit-learn), SQL, R, VBA.
• BI & Visualization	: Power BI (DAX, Power Query), Tableau, Excel (PivotTables, Financial Modeling).
• Databases & ETL	: SQL Server, MySQL, Power Query.
• Analytics	: Regression, Hypothesis Testing, Statistical Modeling.

Domain Expertise :
Financial Services, Insurance Analytics, Risk Assessment, Claims Analysis, Customer Segmentation, Business Intelligence.

Soft Skills :
Leadership, Strategic Thinking, Cross-functional Collaboration, Data Storytelling, Project Management, Team Coordination.

Certification:

1. [Full Stack Data Analytics](#), RevoU - January 2025
2. [Ajun Ahli Asuransi Indonesia Jiwa](#), AAMAI - April 2017
3. [Pengantar Asuransi Jiwa & Operasional](#), AAMAI - April 2014

Additional Information :

- Languages : Indonesian (Native), English (Professional Working Proficiency).
- Security Clearance : Completed background check for Indonesian financial services sector.