

Kristianto

Data Analyst | Financial Services Specialist | Business Intelligence Expert

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About Me

Experienced Data Analyst with over 7 years in financial services and insurance analytics. Proven ability to transform complex data into actionable business insights that drive measurable results, including 20% operational efficiency gains and 30% risk reduction. Strong expertise in customer segmentation, predictive modeling, and business intelligence dashboard development using SQL, Python, Tableau, and Power BI.

Working Experiences

ASSISTANT MANAGER DATA ANALYST CIPTA INTEGRAL DUTA | August 2022 - Present

Financial services company specializing in employee benefits management.

- Developed customer segmentation models using Python and SQL, creating strategic recommendations that increased operational efficiency by 20% and enhanced customer engagement by 25%.
- Designed interactive Power BI dashboards for claims utilization monitoring, achieving 98% accuracy in data interpretation and reducing response times by 25%.
- Built web-based claims data management system with automated data transformation using Brix system, improving data processing efficiency by 20%.

ASSISTANT MANAGER CLAIM ASURANSI JIWA PRO-LIFE | August 2017 - August 2022

Life and health insurance specialist.

- Developed comprehensive predictive models using linear regression analysis on participant demographic and health data, reducing early claims risk by 30% and improving underwriting decision accuracy by 25%.
- Created interactive claims status dashboard within Life-OPS information system, enabling stakeholders to monitor performance and business trends with 75% improved data comprehension.
- Streamlined claims processing operations through specialized Life Insurance expertise, achieving 20% improvement in customer satisfaction and operational efficiency.
- Applied Life Insurance qualifications to optimize insurance operations and enhance service delivery for policy holders.

TEAM LEADER BUSINESS ANALYST AAI INDONESIA | May 2015 - July 2017

Third-party administrator for healthcare benefits.

- Developed Entity-Relationship Diagrams for customer service and claims data, optimizing data flow and increasing processing efficiency by 20% during digital transformation project.
- Implemented automated data upload features through .txt file integration, improving operational efficiency by 30%.
- Led data cleansing initiatives using Microsoft Excel and SQL, improving data quality by 67% and ensuring effective data management.
- Utilized SQL queries to manipulate large datasets, providing actionable insights that increased client satisfaction by 30%.

Education

FULL STACK DATA ANALYTICS RevoU | October 2024 - January 2025

Comprehensive program covering data lifecycle management, from acquisition to visualization and communication of insights.

BACHELOR OF ACCOUNTING Pancasila University | September 2013 - March 2018

Specialized project: 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

Focused on actuarial principles, financial mathematics, and statistical analysis with practical applications in health and life insurance.

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.

Additional Information

Technical Skills :

Python, SQL, Tableau, Power BI, Microsoft Excel, Statistical Analysis, Predictive Modeling, Data Visualization, Database Management, ETL Processes.

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