

PRIYANKA SINGH

Data Science | Data Quality | Data Analytics

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Experience in statistical modelling, machine learning, data mining, unstructured data analytics, natural language processing. Skilled in improving data quality and assisting the team in implementing a global, data-led strategy. Able to monitor and review data; data cleansing - identifying, assessing and resolving any data quality issues. Well-developed good relationships with all stakeholders and able to interact with them to resolve any data quality issues. Able to develop data quality best practice guidelines and providing user training; able to address the root cause of data inconsistencies and recommending improvements. Ensures that the business has access to complete and accurate client data to support decision making; trained to measure and report to management on the progress of data quality improvement.

💡 KEY ACCOMPLISHMENTS

- Saved several million-dollar losses for Citi Retail Services portfolio by developing Gold Source of data, which was ingested by link analysis tool called Cluster Link; delegated as subject matter expert on data and responsible for providing regular support to this tool.
- Received Citi Gratitude Bronze award twice for the same.
- Designed and established an enterprise-wide data quality solution, which was reviewed by auditors and called best in class.
- Impacted different functions like Credit Risk, Fraud Risk, Decision Management, Global Analytic Information Management, Marketing, AML and KYC; received Citi Gratitude Gold award for the same.
- Facilitated Data Quality Forum twice a month to eliminate data knowledge gaps as much as data quality issues.
- Curated a client centric master data source solution, which progresses the business analytics teams from a siloed line of business approach, to a client-centric approach.
- Developed a process that bridge the gap for the operation team to systematically contribute data to the Key Performance Indicators (KPI) for fraud senior management.
- Took active leadership role ensuring the stability of production data analytical platform by creating early warning indicators that alerts all stakeholders to act prior to system deterioration and outage.
- Created a SAS programming module that became the coding standard and reduced programming time from days to hours on a project initiated by a senior managing director.
- Streamlined and automated manual processes that resulted in a 20 hour per month time savings.
- Outperformed throughout my career and received highest performance ratings; received 8 Impromptu Recognition Awards, for performing above and beyond.

🎓 EDUCATION

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| 2022 | Post Graduate Certificate , Artificial Intelligence Design and Implementation, Durham College |
| 2018 | Executive Post Graduate Diploma , Business Analytics, Alliance School of Business |
| 2010 | B. Tech, Computer Science and Engineering , Guru Gobind Singh Indraprastha University |

🎓 CERTIFICATIONS AND TRAININGS

SAS 9 Certified Base Programmer, SAS Institute
Hadoop Data Management with Hive, Pig and SAS
Big Data Programming and Loading
Big Data Preparation, Statistics and Visual Exploration
AWS Certified Cloud Practitioner

📋 TECHNICAL COMPETENCIES

Programming	Python, Flask, SAS, SQL, MVS JCL, Hive, Pig
Database Management	DB2, Oracle, SQL Server, Teradata, MS Access, MySQL
Operating Systems	Unix, Linux, Hadoop, SAS Grid, MVS/TSO/IPSF
Data Visualization	Tableau, QlikView
Cloud	Heroku, AWS EC2, S3, GCP, Azure
Other Skills	Git, GitHub, Agile Methodology, Business Analysis, Master Data Management, Team Management, Testing/Validation

Citibank US
07 2017-11 2021

Manager , FRAUD DATA QUALITY, ANALYSIS AND VISUALIZATION,

- > Led a team of 4; provided leadership on innovative data management solutions and quality standards across platforms, ensuring quality data was available for fraud decision making.
- > Lead cross-functional analytics projects using advanced data modeling and analysis techniques to discover insights that will guide strategic decisions and uncover optimization opportunities
- > Liaison between business and tech partners on business problems/issues and provided fact-based analytical advice that aligns to strategy
- > Organized and managed the end-to-end analytics initiatives/projects through effective management resources an effective communication with data owners and business partners
- > Handled early detection of data quality issues and informing key stakeholders in IT, BI, policy, analytics and operations to resolve and process issues ensuring accurate data in reporting and control processes.
- > Designed and developed data quality scorecard for each data source across line of business that conveys poor quality impacts to fraud data.
- > Implemented data governance standards that aids in ensuring quality and accuracy of reporting.
- > Act as a point of contact for analytics initiatives including partnering with fraud analytics and fraud policy teams by providing critical data needs and analysis necessary to identify, monitor, and remediate data quality issues in fraud data sources.
- > Utilized SAS to perform data analysis, data mining, and data validation on millions and trillions of records measuring quality of data for several hundred data sources.
- > Presented project updates to senior management during quarterly and monthly meetings.
- > Coached and trained peers and juniors to execute on common goals and challenge analytical thinking and methodologies
- > Managed automated processes required for running of Data Quality and Information Portal, on Linux Consumer Analytics' Grid validating data from SQL Server, Oracle, Teradata, and data in SAS.
- > Provided data quality measurement across platform, within and across various lines of business, via data quality routines and modules designed to identify underlying data quality issues.
- > Established data quality standards and framework that generate automated data quality metrics needed for data governance, for dissemination to senior management.

Data Management Reporting Analytics Data Quality Dashboards Framework Scorecards MDM SAS SQL Server
Tableau Unix Autosys Oracle Teradata

EXL Consulting
12 2014-07 2017

Lead/Assistant Manager (Citibank Consultant), FRAUD REPORTING AND AUTOMATION,

- > Streamlined and migrated manual processes from various platforms to "common" platforms where automation eliminated manual intervention, freed up resource time, and eliminated points of failure.
- > Supported fraud analytics and fraud policy teams by providing the critical data, MIS, and analysis necessary to identify, monitor, and remediate fraudulent activities and attacks against Citi customers worldwide.
- > Provided analysis and reporting assistance related to legal remediation projects that can cross various functions and third-party vendors.
- > Completed ad-hoc requests for MIS and reports based upon specified requirements.
- > Developed fraud disputes/write off control reporting for emerging wallet pay functionality.
- > Ensured quality and accuracy of all business modules and reporting.
- > Completed analysis on new data sources where limited to no metadata was available.
- > Created meeting minutes to confirm and control next steps and path forward.
- > Built processes that analyzed the data for anomalies, based on standard deviations, sent alerts to a security operations' team for further investigation. Completed this 6-month project in 6 weeks.

Automation Migration Reporting MIS SAS SQL Server Oracle Teradata

AON Hewitt
10 2010-12 2014

Programmer Analyst Advanced, SAS MAINFRAME PROGRAMMER,

- Conducted requirements gathering, analysis, and overall project implementation; managed a team of 2 analysts and implemented payroll processes from initiation to completion.
- Improved benefits' processes by streamlining and improving efficient
- Created weekly status updates and Accountable for seamless delivery of projects.
- Managed project and requirements' handoffs to onshore team.
- Managed analysis, configuration, and testing of client payroll files and ad hoc MIS requests.
- Completed ad hoc analysis of payroll and HW mainframe datasets and a DB2 database.
- Revised code reduced the running time of jobs from 48 hours to just 16 hours.
- Created several queries, SAS programs, and MIS reports for detailed testing.

US Healthcare

SAS

Mainframe

JCL