Kavita Kumari

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PROFESSIONAL SUMMARY

Dynamic and results-oriented Executive with 6+ years of experience in the financial services sector, specializing in risk management, lending operations. Proven track record of driving strategic initiatives, optimizing processes, and delivering measurable results in highly competitive environments. Capable of leading cross-functional teams and fostering a culture of innovation and collaboration.

KEY SKILLS

MS Excel | Advanced MS Excel | VBA & Macros | Power Bi | Tableau | MySQL | Python | Matplotlib | Pandas | Numpy | Seaborn | Team Management | Leadership Skills | Problem Solving | Adaptability | Business Communication | Customer Relationship Management | Dashboard | Team Player.

PROJECTS (HERO VIRED)

MS Excel Project for Nile
Tools Used - Microsoft Excel, Microsoft Power Point.

- Conducted a Root Cause Analysis to pinpoint the common complaints and identified the trends & patterns for process enhancement.
- Analyzed customer behavior through demographic data to uncover pain points and opportunities for improving service offerings.

Power Bi Project for AirBnB
Tools Used - Power Bi, Microsoft Power Point.

- Developed visualizations to analyze city-wise pricing trends and prepared a composite score integrating check-in experiences and host communication for each district.
- Created a tree map to display average prices across different room and property types and generated detailed city-wise reports on listing prices, guest ratings, and visitor trends.

SQL Project for FDA
Tools Used - MySQL, Power Bi.

- Conducted an in-depth analysis of approval trends across various therapeutic classes, examining the correlation between drug marketing status and approval rates.
- Explored trends in therapeutic classes to assess their impact on approval rates and market dynamics, providing actionable insights for strategic decision-making.

[Python Project for Bank Loan Data](#)
Tools Used - Jupyter Notebook, Numpy, Pandas, Matplotlib and Seaborn.

- Performed descriptive statistical analysis using Jupyter Notebook and conducted exploratory data analysis (EDA).
- Visualized data insights and trends through various graphical representations, enhancing data interpretation and uncovering key patterns and correlations.

CERTIFICATION

Hero Vired   **January' 2024 till Present**
Accelerator Program in Business Analytics and Data Science.

Udemy   **29th April' 2023**
Anti-Money Laundering & Countering of terrorist Financing.

PROFESSIONAL EXPERIENCE

Shemford Futuristic School   **Gurgaon**
Parent Relationship Executive

Jan 2024 till Present

- Developed and maintained a database of parent contacts, communication records, accounting records, and fee collections to ensure accurate & smooth operations.

Home Credit India Pvt Ltd   **Gurgaon**
Specialist   *Oct 2015 – Jul 2017*

- Prepared reports and presentations for senior management to communicate operational performance and recommendations for optimization while participating in project i.e. to implement new systems, processes, or initiatives aimed at improving operational effectiveness.

GE Capital   **Gurgaon**
Executive   *Mar 2013 – Mar 2015*

- Managed day-to-day operations related to customer inquiries, complaints, and escalations regarding credit card transactions provided by "**SBI Cards**" in collaboration with GE Capital.

Serco BPO Pvt Ltd   **Gurgaon**
Associate   *Dec 2010 – Dec 2012*

- Maintained accurate records of sales activities, customer interactions, and transactions using CRM (Customer Relationship Management) software.

EDUCATION

CMJ University   **Meghalaya**
B. Com   (08/2010 - 08/2012)
- 65%.