# Jyotika Bhatia

**Business Analyst**

+91 9560615549 | jyotikab51@gmail.com | New Delhi, India | linkedin.com/in/jyotika-bhatia-40a502313

## PROFILE SUMMARY

Business Analyst with 3.5 years of experience at American Express, specializing in leveraging SQL, Python, and Power BI to analyse business processes, drive operational efficiency, and deliver data-driven solutions. Proven ability to collaborate with cross-functional teams to enhance customer experience and support strategic decision-making.

## PROFESSIONAL EXPERIENCE

**Business Analyst**
**American Express, *74A, Gurugram*| February 2021 – June 2024**

- Analysed business processes and financial data to identify performance gaps and improve operational efficiency.
- Collaborated with cross-functional teams to gather requirements, automate workflows, and deliver data-driven solutions.
- Utilized SQL, Excel, and Power BI to extract actionable insights and support strategic decision-making.
- Contributed to key initiatives that enhanced customer experience and optimized business performance.

## EDUCATION

**Bachelor of Commerce | 2016 – 2020**
**Delhi University (School of Open Learning)**

- Focused on accounting, finance, business management, and economics.
- Developed analytical and quantitative skills through coursework in financial analysis, mathematics, business law, marketing, and income tax.

**Senior Secondary (Class XII - Commerce Stream) | 2014 – 2015**
**Central Board of Secondary Education**

- Completed higher secondary education with emphasis on business studies, economics, accountancy, mathematics, income tax, and law.

**Secondary (Class X) | 2012 – 2013**
**Central Board of Secondary Education**

- Achieved a strong academic foundation across core subjects with distinction in Mathematics and English.

## SKILLS

- **Programming Languages:** Python, SQL
- **Analytical Tools:** Power BI, Excel
- **Libraries & Frameworks:** Pandas, NumPy, Matplotlib, Seaborn, Scikit-learn, TensorFlow, PyTorch, LLMs, Flask, HTML, CSS
- **Technical Skills:** Data Cleaning, Exploratory Data Analysis (EDA), Model Building, Business Analysis

## PROJECTS

**CodeBook – Social Media for Coders (Pure Python)**

- Developed a data-driven social platform for coders using pure Python.
- Cleaned and structured raw JSON data and built a custom recommendation system to suggest "People You May Know" and "Pages You Might Like" based on mutual friends.

## AWARDS

**Top Performer Recognition & RNR Award**

American Express | 2022

- Recognized and rewarded by the American Express Leadership Team for exceptional performance throughout the year.

## INTERESTS

Solving Puzzles, Learning Languages, Cultural Exploration, Photography & Journaling