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PROFILE SUMMARY

Results-oriented Data Analyst with 4+ years of experience in Agile methodologies, data reporting, and data visualization, Loan IQ. Proven track record in improving processes, reducing costs, mitigating risks, and enhancing customer satisfaction. Specialized in data management, integration, and analytics, committed to driving high-performance outcomes and strategic decision-making.

SKILLS

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| * **Data Analysis & Visualization**: Python, Power BI, Tableau, SQL * **Data Management**: Excel (Functions, Power Query, Pivot Tables, VLOOKUP, HLOOKUP, Macros, VBA) * **Microsoft Tools**: PowerPoint, M365, Teams, Visio, Power Automate * **Agile Methodologies**: Scrum, Kanban * **Project Management Tools**: HP ALM, JIRA, ITSM, ServiceNow, Microsoft Azure, Loan IQ | * **CRM Systems**: Salesforce Lightning, HubSpot, Tessitura CRM * **Communication & Collaboration**: Strong verbal and written skills, team collaboration * **Process Improvement**: Lean principles, process mapping, performance measurement frameworks * **Persuasive** * **Solutions-oriented** |

PROFESSIONAL EXPERIENCE

OpenText, Canada

Sr. Business Process Analyst June 2023- Present

* Conducted process mapping and improvements using Agile methodologies, enhancing efficiency and effectiveness.
* Led cross-functional teams to implement technology solutions, employing Loan IQ for logging and addressing tickets submitted by internal stakeholder.
* Closely worked with Sales team to deal closing events to ensure conditions and funding requirements.
* Developed and maintained comprehensive process documentation, Scanning including maps, procedures, and user guides.

Revenue operation Data Specialist Nov 2022-May 2023

* Created revenue forecast models and reports using SQL queries, improving accuracy by 30%.
* Oversees credit, legal, and compliance documentation/collateral, and participates in the identification and resolution of issues, ensuring timely follow-up and escalation as needed.
* Led validation processes for Salesforce data, ensuring accurate support for sales operations.
* Conducted extensive UAT for Salesforce transitions, ensuring seamless migrations and minimal disruptions.

Kitchener Waterloo Symphony, Canada

Junior Data Analyst Jun 2022 -Sept 2022

* Developed donor trend reports using SQL and data visualization tools, increasing customer value by 25%.
* Implemented data collection systems and analyzed donor data, identifying key patterns and insights.
* Created dashboards and detailed reports for senior management using Power BI and Tableau.

S&P Global Market Intelligence, India

Data Researcher Apr 2019 – Apr 2022

* Generated reports and analyses for private equity and venture capital sectors, evaluating financial risks and preparing financial forecasts.
* Developed performance metrics dashboards using Power BI and SQL queries, increasing productivity by 38%.
* Conducted SQL queries, data modeling, and visualizations to support various projects, driving data-driven decision-making.

ICICI Prudential Life Insurance Ltd, India

Business Trainee Jul 2018 - Apr 2019

* Enhanced Salesforce infrastructure, optimizing sales team performance through improved data management and reporting.
* Monitored sales activities and reported to senior leadership, identifying and qualifying potential leads.
* Managed contacts and leads using Salesforce CRM, streamlining sales processes and improving data accuracy.

EDUCATION

Master of Business Administration (Financial Services Management) 2016 – 2018

Bachelor of Science (Biotechnology) 2013 –2016

PROFESSIONAL DEVELOPMENT

* Google Data Analytics Professional Certificate
* Excel: VLOOKUP and XLOOKUP for Beginners
* SQL Learning Path SQL Learning Path
* Excel: Macros and VBA
* Jira: Basic Administration
* CSC (in process)