

# Divya Jyoti

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## Accomplishment:

Detail-oriented Reporting Analyst with 3+ years of experience in MIS reporting, data validation, and dashboard preparation. Strong background in financial and operational reporting, SQL queries, Excel automation, and stakeholder communication.

## Core Skills

- MIS & Management Reporting
- Advanced Excel (VLOOKUP, XLOOKUP, Pivot Tables, Macros)
- SQL (Joins, Aggregations)
- Power BI / Tableau
- Data Validation & Reconciliation
- KPI & Performance Reports
- Banking & Finance Reporting

## Work Experience

### **Finance Banker (Huntington National Bank) USA | May 2025 – December 2025**

Delivered personalized financial guidance to clients, increasing product adoption and deepening customer relationship.

Promoted digital banking tools (mobile app, online banking, e-statements), improving client engagement by 30%.

Maintained up-to-date knowledge of banking regulation and internal compliance procedures.

Identified customer needs and recommended solutions including checking, savings, credit, and investment products.

Achieved or exceeded quarterly sales and services goals in a fast-paced, goal-driven branch environment.

Handled high-volume cash transactions accurately and securely, ensuring 100% audit compliance. Managed client onboarding and retention efforts.

### **Process Executive (Cognizant Technology Solution) August 2015 - February 2016(India)**

Managed large-scale data intake and processing, ensuring timely delivery of accurate output information to meet customer requirements.

Collaborated with cross-functional teams during Agile ceremonies, including sprint planning, backlog grooming, daily stand-ups, sprint reviews, and retrospectives, to improve team productivity and deliverables.

Partnered with Product Owners to identify, classify, sort, and route business-critical documents, ensuring quicker access to necessary details and facilitating efficient decision-making.

Leveraged data analysis and documentation skills to streamline workflows, enhancing operational efficiency and accuracy.

Contributed to the creation and improvement of business processes through detailed data management and analysis, supporting strategic initiatives and business goals.

## Education

Master of Computer Application Ambala | Haryana | Maharishi Markandeshwar University | May 2015

Bachelor of Computer Application | Patna | Magadh University Bihar. | March 2010

## Certification

- AWS Certified Developer
- Full stack Web Developer Certification by Meta
- Python for Data Science
- 3D Modeling by University of Michigan
- Better Scrum by Stay Amazing
- Secured Programming in Android