# Jordan Spieth

**Date of birth:** 09/19/1999  **Address:** Lucan, Dublin 99999, Ireland  **Phone number:** 999-999-999
**Email address:** hello@kickresume.com  **Linkedin:** www.kickresume.com

## PROFILE

A solution-driven and detail-oriented IT Professional with experience working with cross-functional teams in the data analysis,IT system analysis, development, operations and delivery of process innovation driving the attainment of business goals. Helping all kinds of business in their Digital Transformation Journey for more than 3 years.Enthusiast of advance analytics, algorithms and models, mining big data, and machine learning.

## EDUCATION

### MSc Business Analytics || H1, First Class Honors 1.1
**National University of Ireland, Galway**
09/2017 – 08/2018    GALWAY, IRELAND

### Computer Engineering || H 2.1,Second Class Honors
**Kurukshetra University**
08/2008 – 07/2012    INDIA
- Bachelor of Engineering in Computer Engineering From Kurukshetra University,India

## WORK EXPERIENCE

### Business Data Analyst
**Genpact**
04/2016 – 08/2017    NOIDA, INDIA
• Worked with the business and functional users to analyze client's requirements. Identified challenges within the project(s) and devised software solutions in conjunction with technical staff.
• Analyzed the historical data for the incidents reported and the reoccurring issues. Presented this data to the business stakeholders to identify trends and opportunities for the improvement using SAP BI and ServiceNow Reporting.
• Created dashboards using MS Excel and Tableau. Presented the finding to the business stakeholders and identified the areas of process improvement.
• Lead Post Incident Review (PIR) meetings for Critical Problem Records and for any recommended Problem Records.
• Provided expert guidance to all support teams within IS and assist in their training and knowledge development.
• Implemented the shift-left approach while working with the Continuous Improvement team. Drove the standardization of processes hence leading to faster resolution of the incidents. Achieved overall reduction in MTTR time by 12%.

### Technical Consultant
**Genpact**
02/2015 – 03/2016    INDIA
• Extensively worked in maintenance and enhancement of back-end applications of core insurance and wealth management.
• Provided production support including triage, troubleshooting, root cause analysis and resolution including post-release analysis, reporting, and monitoring.
• Experienced in Handling Change Request Management and implemented the change effectively by using change management process
• Wrote SQL Queries, complex stored procedures and troubleshot failed SQL jobs.