**Kesha Patel**

Apex, NC

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**PROFESSIONAL PROFILE**

Business Analyst with background in Banking and Management. Trained at University of North Carolina at Chapel Hill, where I earned a Certificate in Data Analytic and Visualization. Skilled in excel VBA, Python, Panda, Java Script, and SQL. Insatiable intellectual curiosity and ability to mine hidden gems located within large sets of structured, semi-structured, and to support detailed and efficient analysis. Team-orientated individua with strengths in analytical problem-solving abilities combined with strengths in collaborating across diverse group, makes me a valuable addition to any team.

**SKILLS**

* Have excellent communication skill & strong analytical skills.
* Knowledge of SQL, Panda, and Python
  + Proficient in using various software applications such as Excel, VBA, Pivot Table, Vs Code, Outlook, Microsoft office, Lotus Note, Genesis Bank browser, host, edge browser.
  + Strong problem-solving and analytical skills
  + Expertise in analyzing and improving banking operations processes.
  + Excellent communication and interpersonal skills
  + Ability to work collaboratively in a team environment.
  + Ability to understand and interpret financial data.
  + Knowledge of regulatory compliance and risk management

**PROFESSIONAL EXPERIENCE**

**JPMorgan Chase** Cary, NC September 2021 to Current

Relationship Banker, MOD/Small Business Banker

* Analytical and problem-solving professional with expertise in meeting clients' financial needs and identifying business goals across the organization.
* Proactively staying updated on market trends and financial rates, I contribute valuable insights and make efficient decisions.
* Strong leadership skills, directing teams in the absence of a manager, resolving critical issues, and maintaining positive atmospheres.
* Partner effectively with various corporate departments to drive data-driven recommendations and improve company performance. Constantly reviewing ways to enhance product delivery, secure data sources, and provide strategic analysis.
* Customer-centric approach, offering solutions while ensuring adherence to company policies.
* Maintain confidentiality and build trust as a trusted colleague and business advisor.
* Proficient in calculating key performance metrics, prioritizing tasks, and delivering executive-facing presentations.
* Adaptable and experienced in working with multiple teams.

**PNC Bank**, Chapel Hill, NC November 2014 to September 2021

Branch sales and Service Associate (November 2014- March 2016)

Financial Sales Consultant/Branch Banker (promoted March 2016- current)

* Results-oriented financial professional skilled in analytical problem-solving, delivering solutions for clients' needs.
* Strong in customer engagement, maintaining confidentiality, and building trust.
* Review and validate the effectiveness of existing business practices to achieve company targets while working closely with executive leadership team.
* Strong cross-departmental partnership, exceptional communication skills with minimal direction.
* Track and organize open items; understand the time sensitivities of open issues and drive to resolution.
* Proficient in providing end-use application support.
* Performs a range of regular responsibilities across multiple operational systems and collaborates with various internal colleagues.
* Responsibilities may involve tasks related to processing transactions, entering data, organizing files, conducting research, troubleshooting machinery, and communicating with vendors/clients via phone or email.

**BJs the Wholesale Club**, Raleigh, NC, October 2008 to November 2014

Supervisor, Cash Office Clerk, Member Service Desk Representative

**EDUCATION**

**UNC Bootcamp Data Analyst, August 2023**

**Wake Tech Community College,** Raleigh, North Carolina, USA

Accounting Core Certificate-C25100C, October 2015

**University of North Carolina** at Chapel Hill, North Carolina, USA, May 2013

Bachelor’s degree with double major

* + - * Management

**LICENSES**

* SIE (FINRA)
* SERIES 6 (FINRA)
* SERIES 63 (FINRA)
* LIFE INSURANCE (NC STATE)

**ACHIEVEMENTS**

* PNC Market All-Stars Award-Performance award winner in April-2019.
* Branch Sales & Service Associate/personal banker of the Month in January 2019.
* Branch Sales & Service Associate/personal banker of the Month in December 2018.
* Top producers of Consumer and Business Credit Card award recognized by PNC Recognition, April 2015.
* Top producers of Consumer Loans and Referral to PNC Mortgage, consumer lending award recognize by PNC Recognition, April 2015.
* In Recognition of Achievement in the Labor Force Concept Competition as “Labor Force Concept Co-Champion”, Summer II semester, 2012.