

# SANGEETHA VENU GOPALAN

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**Portfolio:** <https://reachme1212.github.io/Portfolio> | **GitHub:** <https://github.com/reachme1212>

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## *Data Analyst*

**Driven, adaptable, detail-oriented data analytics professional** with a background in the banking industry and experience analyzing data using Excel, SQL, Python, and R. Demonstrated success creating data visualizations and dashboards, forecasting, analyzing data trends, and identifying and correcting data discrepancies. Proven expertise in working with large datasets, data mining, and building data models.

### TECHNICAL SKILLS

- Python, R, Pandas, Matplotlib, API
- SQL, ETL, SQLite, queries, scripting
- MS Excel, VBA, pivot tables
- Extract-transform-load (ETL) data tables
- Creating automated pipelines
- Amazon AWS, RDS
- Data visualization/BI
- Tableau, Plotly, Leaflet
- Supervised machine learning
- Web scraping

### PROFESSIONAL SKILLS

- Collaborating with cross-functional teams
- Interpersonal communication
- Processing confidential information
- Managing and training staff
- Quantitative analysis
- Big data analysis
- Quality assurance
- Statistical analysis
- Delivering presentations
- Problem solving
- Documentation
- Process improvement

### PROFESSIONAL EXPERIENCE

#### **WELLS FARGO BANK | CHANDLER, AZ**

**2020 – PRESENT**

##### **Credit Bureau Remediation Analyst**

Investigate credit disputes and work with credit reporting agencies. Fix inaccuracies in customer credit reporting. Analyze customer credit history, credit score, bankruptcy, and charge offs.

- Increased efficiency by improving the process of analyzing auto loan clients' credit history.

#### **BANK OF AMERICA | CHANDLER, AZ**

**2016 – 2020**

##### **Wealth Management Associate**

Assisted financial advisors at Merrill Lynch with wealth client operation needs. Processed paperwork and tax documents for clients with over \$250,000 in assets. Assisted with estate account setup and distribution of funds as per state restrictions or the final will document. Assisted with wire transfers for wealth management clients over the phone.

- Received the Best Performer award as part of the Operations team.

**HDFC BANK | CHENNAI, TN, INDIA****2010 – 2011****Assistant Branch Manager**

Opened the bank ledger and checked the closing balance on a daily basis. Reconciled bank and client account differences and daily deposits. Provided financial advice to clients who were interested in investments. Handled safe vault custody and managed the gold and silver balances. Sold loans, gold, credit cards, and other investments products. Resolved customer complaints.

**OPTIMUS GLOBAL SERVICES | CHENNAI, TN, INDIA****2007 – 2010****Quality Executive**

Trained 25 phone bankers for loan collections and tracked performance to comply with laws and regulations. Performed trend analysis on MS Excel to identify new training needs.

- Implemented brain-storming sessions and developed documentation that increased accuracy and speed, leading to improved cost efficiency.

**HSBC RETAIL BANKING & WEALTH MANAGEMENT | CHENNAI, TN, INDIA 2006 – 2007****Senior Officer - Debt Management**

Handled loan payments for the state of Kerala. Tracked payments for home loans, car loans, and personal loans.

- Received the Best Performer award, “Action 500,” for collecting all loan payments on time for the state of Kerala for all three products.

**EDUCATION****UNIVERSITY OF ARIZONA | TUCSON, AZ**

Data Analytics Boot Camp, anticipated 3/2022

**NATIONAL INSTITUTE OF BUSINESS MANAGEMENT | THIRUVANANTHAPURAM, INDIA**

Master of Business Administration in Human Resource Management and International Trade

**ROSE MARY COLLEGE | KONGANDANPARAI, INDIA**

Bachelor of Commerce (equivalent to Bachelor of Science in Accounting and Finance)