Rishika Rana

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OBJECTIVE

A diligent and skilled business analyst with an experience of 2 years. I possess strong analytical skills and an understanding of system databases, data elements and various software solutions, currently seeking an opportunity to drive business effectiveness through data.

EXPERIENCE

➢ **Database Automation Testing (Nov 2015 – Dec 2016)**

A database automation tester for an international bank in Capgemini, I was responsible for requirement analysis, creating automated test flows for multiple web and mobile insurance applications of the bank in various testing tools like Selenium, UFT and LeanFT using Python, Java and VBscript.

➢ **Data Analyst – Retail/Insurance (Jan 2017- Present)**

As part of analytics team for an international bank in Capgemini, I am responsible for analyzing, interpreting customer's data and providing statistical insights to key stakeholders. Most activities performed are rooted with payments, cards and client systems. As an analyst for retail banking, my basic responsibility lies in interpreting business related data into useful results using tools like excel and SQL, providing inferences from the interpreted data using statistical techniques to drive the business. I am also responsible for direct interactions with the clients, analyzing business requirements and have a working knowledge of various processes.

SKILLS

➢ Proficient with Data analysis using **Excel and Python**.
➢ Well versed with **SQL(MySQL)** for querying, manipulating and pulling data from databases.
➢ Well versed with statistical techniques and building predictive modelling using libraries like sklearn, pandas, numpy etc. in Python.
➢ Have hands on experience of creating **dashboards**, **macros** using **excel and VB** script and mode analytics.
➢ Well versed with scripting languages like **JavaScript and VBScript**.
➢ Good knowledge of other programming languages like **C, HTML, CSS, Java.**
➢ Continuous integration and version control using **Jenkins and GIT.**

PROJECTS

- Worked on a business problem regarding the recent dip in customer engagement in one of the bank's applications. Customer behavior and application activity data was studied and analyzed to come up with interesting insights and recommendations to help the client in increasing customer interaction with their products. I used SQL, python and excel for solving the problem.
- Worked with the bank's product team to study the behavior of search functionality for a B2C application. The study was conducted to understand the user behavior and quality of experience while using search. This study helped the team in determining if there is need for a new search product and what changes are required in the older product. Worked with SQL, python and excel to solve the problem.
- Worked on a project with the Client's Centre of Excellence team to identify the customers with a high probability of loan conversion so that they can specifically target these potential customers through additional channels and re-marketing. I used logistic regression in machine learning using python to solve the problem.
- Developed a predictive model using linear regression during L1 certification project to predict the count of bike rentals on hourly basis based on the environmental and seasonal settings. I used Python for this problem.
- As an automation tester, created automation scripts for various banking applications to test different business rules and data pertaining to those business rules. I used Python, Selenium web driver and VB script for the same.

EDUCATION

- Bachelor of Technology in Electronics and Communication Engineering; 2015
  Baddi University of Emerging Sciences and Technology, Himachal Pradesh with a CGPA of 7.57

NON-PROFESSIONAL EXPERIENCES AND HOBBIES

- Headed the organizing team of college's annual cultural-tech fest.
- Headed various other clubs in the college.
- I am an avid traveler and an ardent reader.