SRUTHY SREEKANTH
Data Analyst

Email: *sruthysreekanth@gmail.com*   **Phone:** *+491625604924*   **Location:** *Berlin, Germany*

LinkedIn: *https://www.linkedin.com/in/sruthy-sreekanth*   **GitHub:** *https://github.com/sruthysreekanth*   **Portfolio:** *https://sruthy.carrd.co*

Data Analyst, with over a decade of experience working in high growth Banking & Fintech companies, adaptable, agile, and able to work in a constantly evolving business and enjoys working in environment with challenges. Equipped with the latest skills like SQL, Excel, Tableau and Python to help businesses leverage the power of data to drive growth and success. Adept at managing operations and acting as an interface between customer and internal stakeholder, with a focus on driving customer satisfaction and enhancing business performance.

WORK EXPERIENCE

CareerFoundry | Berlin, Germany - Bootcamp Trainee of Data Analytics   January 2023 - July 2023

Projects:

Bank Customer Segmentation:

- Analyzed a large dataset of 1 million+ bank transactions by 800K customers using Python, Jupyter notebooks, and open data sourcing.
- Utilized predictive analysis with 85% accuracy, conducted timeseries analysis over a 12-month period, performed regression analysis, and implemented geospatial analysis.
- Identified 4 distinct customer segments through cluster analysis for targeted marketing strategy.

Medical Staffing Distribution:

- Conducted nationwide staffing planning for influenza trends using healthcare data from all 50 states in the US.
- Used Advanced Excel, perform descriptive statistics, conduct hypothesis testing with a significance level of 0.05.
- Achieved 90% accuracy in demand forecasting and developed interactive Tableau dashboards.
- Translated business requirements into actionable insights.

Rockbuster Stealth:

- Assisted business intelligence department in developing launch strategy for online video service.
- Utilized SQL for analysis of data from 15 tables and addressing over 15 business inquiries.
- Created entity relationship diagrams and data dictionaries.
- Applied ETL, joining tables, subqueries, and common table expressions techniques.

Instacart:

- Conducted initial data analysis and exploratory analysis of 4 datasets for Instacart online grocery store strategy.
- Utilized Python and Jupyter notebooks for analyzing datasets with over 200K customer records.
- Employed grouping, aggregating, and crosstab functions for data manipulation.
- Generated meaningful visualizations for valuable customer insights.
- Ensured personalized product recommendations for targeted client profiles.

Infosys Limited | Bangalore, India – Senior Consultant   July 2020 - March 2022

- Responsible for understanding customer issues, gathering & analyzing data, delivering innovative solutions, and ensuring client satisfaction.
- Consistently achieved 90%+ Service Level Feedback by providing exceptional service and issue resolution. Provided valuable expertise in evaluating change requests, improving solution-oriented communication and banking processes.
- Achieved high customer satisfaction through efficient problem-solving and timely resolution by maintaining a first response time within 2 hours for 80% of cases.
- Consistently exceeded the issue resolution target by over 150% each month, resulting in a 0% ticket reopen rate.
- Contributed to proposal development, product configuration, demos/workshops, and project leadership for high-quality solutions aligned with customer needs and organizational goals.
- Mentored 6 new joiners, displaying leadership skills, and contributed to organizational initiatives by providing high-quality value-adding solutions to customers.

ICICI Bank Limited | Kerala, India – Manager   February 2010 – March 2020

- Led high-performing Banking Operations branch, achieving annual goals, and driving 10% revenue growth through cross-selling strategies.
- Ensured seamless branch operations, 100% regulatory compliance, and a strong workplace culture through employee satisfaction and productivity.
- Managed a 2 billion INR branch with a team of 15 bankers.
- Monitored sales targets, implemented customer acquisition strategies, and reported performance to senior leadership.
- Converted a 3-star audit branch into a 5-star branch through streamlining regulatory adherence, risk mitigation, and audit findings.
- Made cost-effective decisions, prioritizing business success and ensuring enhanced due diligence and fraud prevention.

SKILLS

- Data Collection and Cleaning
- Data Wrangling and Integration
- Data Analysis, Data Mining, Pattern Recognition
- Data Visualization, Reporting and Storytelling
- Banking Fundamentals, Application Support
- Requirements Gathering and Analysis
- Quality Assurance, Root cause Analysis
- Critical Thinking, Creative Problem Solving

- Customer Relationship Management
- Communication and cross-functional collaboration
- Python for Data Analytics
- SQL (PostgreSQL, Oracle), Relational databases
- Tableau, Microsoft Office (Excel, Word, PowerPoint)
- Jupyter Notebook, Pandas, NumPy, Matplotlib, Seaborn
- Project Management, Bug tracking tools
- Team management, Time Management, Agile

EDUCATION

- **CareerFoundry, Berlin, Germany**
  Bootcamp: Data Analytics Specialist
  Jan 2023 - July 2023
- **Manipal University, India**
  Post Graduate Diploma in Banking
  Feb 2010 - Feb 2011
- **University of Calicut, India**
  Bachelor of Technology: Computer Science & Engineering
  Aug 2005 - Jun 2009

LANGUAGES

- English - Full Professional Proficiency
- German - Elementary Proficiency
- Malayalam - Native Proficiency

AWARDS

- Infosys: Kudos Award.
- ICICI: Super Achiever Award, Great Escape Switzerland, Competency Enhancement in Hongkong & Macau, Exemplar Privilege Banker Award