Contact

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in sruthy-sreekanth

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🏠 Berlin, Germany

Education

2023
Data Analytics Specialist
CareerFoundry, Berlin

2011
Post Graduate Diploma in Banking
Manipal University

2009
Bachelor of Technology in Computer Science and Engineering
University of Calicut

Skills

- Data Collection
- Data Wrangling & Integration
- Data Analytics
- Data Visualization
- Story Telling
- Banking Fundamentals
- Requirements Gathering & Analysis
- Quality Assurance
- Application Support
- Customer Relationship Management
- Communication and cross-functional collaboration
- Problem Solving

Tools

- SQL (PostgreSQL, Oracle)
- Tableau
- Microsoft Excel
- Python for Data Analytics
- Jupyter Notebook, Pandas, Numpy, Matplotlib, Seaborn
- Microsoft office suite
- Bug tracking tools

Sruthy Sreekanth
Data Analyst

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.

Experience

January 2023
CareerFoundry | Berlin, Germany
Bootcamp Trainee @ Data Analytics Specialist

- Perform a descriptive analysis of a video game data set to foster a better understanding of how new games might fare in the market.
- Assist medical staffing agency in planning for influenza season. Examine trends in influenza and how they can be used to plan for staffing needs across the country
- Assist business intelligence department with a launch strategy for new online video service by utilizing a relational database management system and SQL to analyze the data and answer business questions
- Perform an initial data and exploratory analysis of data in order to provide insights into how this strategy may be implemented to ensure that Instacart online grocery store targets the proper client profiles with the right products
- Perform exploratory and advanced analysis in order to identify distinct groups of bank customers based on their behavior or other traits that enables efficient marketing strategy.

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

- Senior application and banking domain consultant with leadership experience.
- Expertise in banking and financial services, specifically Finacle Core Banking.
- Daily interaction with customers, resolving issues related to payments, trade finance, and assets/deposits.
- Collaborate with customers and product teams, working across different banking modules.
- Strong knowledge of banking regulations, lending policies, and risk management.

- Monitor and track cases to ensure timely resolution.
- Skilled in multitasking, attention to detail, problem-solving, number driven and analytical understanding
- Act as the main point of contact for major Indian banks, facilitating solution-oriented communication.
- Evaluate change requests from clients based on Central Bank criteria.
- Proactively manage workload and consistently meet issue resolution targets.
- Consolidate fixes and create beta patches.
- Propose enhancements for existing processes and perform quality checks.
- Mentor new joiners and provide customer training.
- **Key Achievement** : I was able to bring a tremendous improvement to the Service Level Feedback (SLF) and smiley feedback from the customer banks by providing the best service

February 2010 - March 2020
ICICI Bank Limited l Kerala, India
Manager

- Led a high-performing Banking Operations branch with a strong workplace culture.
- Managed all branch operations for the second largest GL size in the region.
- Proficient in using Core banking applications like Finacle core & Finacle CRM.
- Successfully achieved annual branch goals and developed cross-selling strategies.
- Maintained product knowledge to provide appropriate customer advice.
- Built and maintained a strong operational culture driving people, customer, and business success.
- Experience in payment transactions, cash management, account handling, and loan processing.
- Ensured seamless branch operations and compliance with banking regulations.
- Oversaw business, compliance, and operations, making cost-effective and revenue-generating decisions.
- Monitored branch sales targets and developed strategies to acquire and extend customer accounts.
- Handled enhanced due diligence, fraud prevention, and presented branch performance to senior leadership.
- **Key Achievement**: Converted a previously 3-star IAD audit branch into a 5-star IAD audit branch through process streamlining and continuous efforts.