

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.



## Contact



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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 & Cleaning
- Data Wrangling & Integration
- Data Analytics
- Data Visualization & Storytelling
- Banking Fundamentals
- Requirements Gathering & Analysis
- Quality Assurance
- Application Support
- Customer Relationship Management
- Communication and cross-functional collaboration
- Creative Problem Solving
- Python for DataAnalytics
- SQL (PostgreSQL, Oracle)
- Tableau
- Microsoft Excel -Word-Powerpoint
- Jupyter Notebook, Pandas, Numpy, Matplotlib, Seaborn
- Bug tracking tools
- Time management



## Achievements

Infosys : Kudos Award

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



## Language

English Full Professional Proficiency  
German Elementary Proficiency  
Malayalam Native Proficiency

# Sruthy Sreekanth

## Data Analyst

## Data Analytics Projects

### Bank Customer Segmentation :

- Conducted customer analysis using Python, Jupyter notebooks, and open data sourcing.
- Utilized timeseries, regression, cluster, and geospatial analysis.
- Identified distinct customer groups for targeted marketing strategy.

### Medical Staffing Agency:

- Analyzed influenza trends for nationwide staffing planning.
- Utilized advanced Excel, Tableau, and statistical hypothesis testing.
- Conducted demand forecasting and created dashboards.
- Translated business requirements into actionable insights.

### Rockbuster Stealth :

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

### InstaCart:

- Conducted initial data analysis and exploratory analysis to inform implementation of strategy for Instacart online grocery store.
- Utilized Python and Jupyter notebooks for analysis.
- Employed grouping, aggregating, and crosstab functions for data manipulation.
- Generated visualizations to gain insights.
- Ensured proper targeting of client profiles with relevant products.

## Experience

### July 2020 - March 2022

Infosys Limited | Bangalore, India

### Senior Consultant

- Responsible for understanding customer issues, 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.

### February 2010 - March 2020

ICICI Bank Limited | Kerala, India

### Manager

- 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.