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| **SUMNEET KHANNA, CAPM®**  SENIOR ANALYST – DATA ANALYTICS | | | | | |
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| **ABOUT** | | | | | |
| Dynamic and results-driven Data Analytics Leader specializing in Reporting, Risk Management, Governance, and data-driven strategy execution. A Certified Associate in Project Management (CAPM)®, I bring a unique blend of advanced analytics, machine learning, and automation to optimize decision-making and operational efficiency. Passionate about transforming complex datasets into actionable intelligence, I design and deploy scalable AI/ML-driven solutions using Python, SQL and Power BI to empower senior leadership and stakeholders. Additionally, I serve as the QC Lead & Risk Analytics Leader for all regulatory reporting and dashboards presented to Senior Leadership and US Regulator Consumer Financial Protection Bureau (CFPB), ensuring data accuracy, risk mitigation, and compliance. | | | | | |
| **SKILLS** | | | | | |
| * Python (Programming, Automation, Machine Learning) * SQL (Data Extraction, Transformation, Analysis) * Power BI (Data Modelling, Data Visualization, Storytelling) * Advanced Excel, Power Pivot, Power Query, Solver * Machine Learning (Model Building, Regression, Decision Trees, Model Evaluation, Natural Language Processing (NLP) * Data Mining, Data Cleaning, Exploratory Data Analysis (EDA) * Time Series Analysis, Predictive Analytics | | | * Reporting and MIS * Hypothesis Testing, Inferential Statistics, Statistical Modelling * Generative AI, Prompt Engineering * Strong Interpersonal Skills * Stakeholder Management, Collaboration * Project Management, Process Automation * Public Speaking, Data-driven Storytelling | | |
| **EXPERIENCE** | | | | | |
| **Senior Analyst - Data Analytics, Complaint Program Governance, American Express** | | | | **August 2023 - Present** | |
| * **Reporting and Analytics:** Extract and manipulate complex datasets using Python and SQL and conduct Exploratory Data Analysis (EDA) to create insightful KPI summaries, reports and dashboards summarizing Complaints Program’s performance for Senior Leadership and Internal Risk Management Committees**.** * **Regulatory Reporting**: Create dashboards for US Regulator Consumer Financial Protection Bureau (CFPB) and provide analytical support to Compliance and Governance teams while replying to Regulator’s questions and Audits. * **Regulatory and Risk Governance**: Act as the QC (Quality Check) lead for more than 15 monthly reports and dashboards and create Process Risk Self-Assessment (PRSA) controls thereby adding an extra layer of Risk Management, and ensuring audit readiness and compliance. * **Anomaly Detection and Operational Excellence**: Conduct in-depth analysis of complaints performance across Business Units (BUs), identify anomalies, and proactively engage BU Heads for explanations on deviations to ensure compliance and operational excellence. * **Automation & Efficiency:** Automated multiple Excel reports using SQL and Python, leveraging libraries like NumPy, Pandas etc. to streamline data processing and reporting, significantly reducing hundreds of manual hours and enhancing efficiency. * **Artificial Intelligence and Machine Learning (AI/ML)**: Created predictive models using machine learning techniques (regression, time series) for KPI prediction and a Rules based Text Analysis Model using Natural Language Processing (NLP) libraries and REGEX to derive themes out of complaints’ textual data. * **Compelling Storytelling & Presentation**: Present enterprise-wide Complaints Program performance dashboard to Senior leadership monthly. * **Leadership**: Managed cross-functional teams to streamline reporting processes and collaborated with senior leadership for strategic initiatives. | | | | | |
| **Analyst - Data Analytics, Global Commercial Services, American Express** | | | | **September 2021 – July 2023** | |
| * **Client-Focused Analytics:** Acted as the Analytics Lead for two major commercial clients, delivering reports and dashboards to track T&E corporate spend and presenting spend trends and summaries to client leadership. * **Prohibited Spend Monitoring:** Monitored Airline, Hotel, F&B, and Car Rental expenses to ensure compliance, flagging excessive or prohibited category spending by employees. * **Bespoke Analysis & Reporting:** Created custom spend analysis decks, such as Airline Spend Analysis, based on client requirements to support negotiation and cost optimization strategies. * **Automation & Efficiency:** Automated Excel-based reporting using SQL and Python, reducing manual effort and improving data accuracy. * **Predictive Modelling & Forecasting:** Developed an ML-based Credit Loss Estimation model (Regression) to enhance risk monitoring and used Time Series Analysis to forecast spending patterns for proactive decision-making. | | | | | |
| **Lead Analyst - Global Credit & Risk Management, American Express** | | | | **June 2016 – August 2021** | |
| * **Risk Assessment and Collections Strategy**: Assessed risk and designed collection strategy models based on factors such as FICO score and debt-credit ratios, driving analytics-driven collections. * **Data Extraction and Reporting**: Extracted data using SQL queries, published insightful reports and dashboards at the departmental level. | | | | | |
| **Analyst – Travel Services, InterGlobe Technologies**  **Analyst - Credit Control and Risk, EXL Services India Ltd** | | | | **July 2015 – June 2016**  **June 2014 – June 2015** | |
| **EDUCATION** | | | | | |
| **MA (Economics) - Indira Gandhi National Open University, New Delhi**   * **Specialization:** Data Analytics | | | | **July 2023 – June 2025 (Expected)** | |
| **Executive Post Graduation - Data Science**  **International Institute of Information Technology, Bengaluru (IIIT-B): CGPA 3.57/4** | | | | **August 2023 – September 2024** | |
| * **Specialization:** Business Analytics * **Skills**: Skills: Advanced Excel, SQL, Python, R, Data cleaning, Data mining and Data manipulation (CRISP-DM), Data Modelling, Data Visualization, Storytelling, Inferential Statistics, Hypothesis testing, Machine Learning: Linear regression, logistic regression, Random Forest Regression etc., Natural Language Processing (NLP), Advanced Machine Learning: Model Selection, Time Series Forecasting, Generative AI, Prompt Engineering, Applications of Large Language Models(LLM) | | | | | |
| **Bachelor of Commerce (Honors) – University of Delhi** | | | | **June 2013- June 2017** | |
| * **Skills**: Business Statistics, Business Mathematics, Financial Accounting, Management Accounting, Micro Economics, Macro Economics. | | | | | |
| **PROJECTS/ACHIEVEMENTS** | | | | | |
| * **Project PREDICT**: Built a time-series forecasting model using Python and SQL to predict future complaint volumes and resolution times based on historical trends. This enabled proactive resource allocation, reduced backlog risk, and improved SLA adherence, enhancing operational efficiency and regulatory compliance. * **Project CORY:** Engineered a rule-based classification model leveraging NLP libraries, REGEX, and advanced keyword extraction to automate thematic analysis of complaints data. The model processes Complaint Descriptions and Resolution Notes in seconds, replacing labour-intensive manual review and saving hundreds of hours monthly. * **Project SPEED**: Automated Excel-based reporting using SQL and Python, eliminating manual effort, and saving over 100 hours per month while enhancing data accuracy. Initially, the Project initially started with my individual reports but later extended to entire team’s reporting. * **Project Delinquency**: Collaborated with the product team to fix a legacy issue which was causing the balances to freeze after entering collections. A new table with the updated logic was created to ensure proper data flow. Afterwards, testing and a deep analysis was conducted to ensure the change was implemented correctly. * **Project LIFE:** Single-handedly drove an upskilling project at directorate level. Meticulously searched relevant trainings, designed teasers, and rolled out to the floor to make sure peers also grow with the market trends. | | | | | |
| **CERTIFICATIONS** | | | | | |
| * CAPM® (Certified Associate in Project Management) - PMI,US * Bootcamp: Python and SQL – UpGrad and International Institute of Information Technology, Bengaluru (IIIT-B) * ChatGPT for Data Analytics * Advanced Excel – Udemy and Linkedin Learning * Agile Methodologies * Power BI Essentials | | | | | |
| **PORTFOLIO** | | | | | |
| <https://sumneetkhanna.github.io/> | | | | | |