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Professional Summary

Seasoned **Business Analyst** with extensive experience in **data analysis**, process optimisation, and digital transformation across Retail, Corporate, and Investment Banking. Proven ability to leverage data-driven insights to support strategic decision-making, improve workflows, and lead operational advancements.

Skilled in developing **KPIs**, implementing digital tools to enhance efficiency, and collaborating across teams to deliver value-driven business solutions. Adept at translating complex datasets into actionable insights, driving process re-engineering, and supporting large-scale transformation initiatives.

Key Skills

- **Data Analysis & Insights:** Proficient in analysing datasets to identify trends, inform decision-making, and support business strategies.
- **KPI Development:** Skilled in defining and implementing performance metrics to track progress and enhance operational efficiency.
- **Digital Transformation:** Experienced in implementing digital tools and automating processes to drive organisational change.
- **Business Process Optimisation:** Expertise in documenting workflows, identifying inefficiencies, and delivering streamlined processes.
- **Technical Proficiency:** Strong knowledge of Microsoft Excel (advanced), SQL, Tableau, Power BI, and Visio.
- **Stakeholder Engagement:** Adept at collaborating across departments and presenting actionable insights to senior leaders.
- **Project Support:** Expertise in leading projects focused on process re-engineering and compliance transformation.

Professional Qualifications

- Bachelor's Degree in System Support and Cloud Data Security
- PRINCE2 Foundation Certification in Project Management

Professional Experience

Business Data Analyst
Nordea Bank, Remote | Feb 2024 – Present

- Managed large-scale data analysis and reporting using **SQL,** and **Power BI** to deliver actionable insights and support strategic decision-making.
- Led initiatives in **Data Management**, including creating data pipelines and ensuring data integrity within **Snowflake** environments.
- Designed and implemented **process models** to streamline compliance workflows and reduce inefficiencies across operations.
- Developed **KPI frameworks** to monitor performance and ensure alignment with regulatory goals.
- Collaborated with cross-functional teams to design and execute data-driven strategies that enhance business value.
- Supported the digital transformation of compliance reporting, automating key processes to reduce manual intervention.

Senior Consultant – Quality Control & Reporting
Deutsche Bank, Luxembourg | Apr 2021 – Dec 2023

- Developed automated reporting systems and **KPI dashboards** to streamline quality control processes.
- Supported digitalisation of compliance workflows, leading to increased efficiency and reduced processing times.
- Conducted data-driven reviews to ensure regulatory compliance and improve operational performance.

Senior Consultant – Project Implementation
Intertrust Group, Luxembourg | Nov 2020 – Aug 2021

- Spearheaded the implementation of Dynamics for investor onboarding and compliance tracking.
- Mapped business processes to Dynamics workflows, ensuring seamless integration with existing systems.
-. Defined KPIs to measure the success of the implementation and provided ongoing optimisation support.

Data Analyst
Deutsche Bank, Amsterdam | Nov 2019 – Nov 2020

- Implemented KPI tracking mechanisms to evaluate the effectiveness of compliance processes.
- Delivered insights through **data analysis** and enhanced workflows using digital solutions.

Various Analyst roles
ING Bank, CYB, RBS, Citi Bank, HSBC and Lloyds Bank | Dec 2010 – Nov 2019

- Supported multiple projects involving compliance system upgrades, workflow optimisation, risk mitigation, and implementing automated solutions for compliance data processing, reducing manual errors and improving reporting timelines.

References available upon request.