

Business Intelligence Developer with expertise in **data analytics, data manipulation/transformation, data visualization, data mining**, building **ETL/data pipelines** and **end-to-end reporting & process automation**. Skilled in designing and implementing efficient **data storage solutions** and creating **data models** for improved data quality and **self-serve data/reporting** solutions.

Skills: Data Analysis, Data Visualisation, ETL/Data Pipelines, Business Intelligence and MI, Reporting & Process Automation, Data Mining, Machine Learning, Natural Language Processing, Stakeholder engagement, HR & People Analytics

Technical Skills/Tools:

- **Languages:** Python, SQL, HTML/CSS
- **Databases:** Oracle, SQL Server, Teradata, MySQL
- **Developer tools:** Git, Gitlab, VS Code, Jupyter Notebook, JIRA, Confluence, Docker
- **Libraries:** Pandas, Numpy, Matplotlib, Seaborn, SQLAlchemy, Scikit-Learn, SpaCy
- **Technologies & Frameworks:** Django, Linux
- **Other tools:** Alteryx, Tableau, Microsoft Power Platform, MS Excel and VBA

Work Experience

AVP Business Insights & Analytics - Financial Crime Operations @ Barclays (March 2024 – Present)

- **Business Requirements:** Work Fin Crime Ops to understand **business requirements, ideate and architect** a solution
- **People Analytics & Finance Insights:** Provide Fin Crime Ops leadership with People, Finance and Productivity insights to help make strategic people & finance decisions
- **Data Sources:** Identify key systems and data sources which can help answer business questions
- **Data Pipelines:** Establish access to key data sources by **sourcing data** from core system (or other sources like Workday/SAP for People Data) by **building tactical ETL pipelines** while **working with Tech to build a long-term strategic data feed**
- **Business Insights & MI:** Work with operations stakeholders to build **analysis** on business questions, create **automated** and **self-serve dashboards, reports** and **data files feed** using **Python, Tableau, Alteryx**
- **Data Warehousing/Storage:** Design **data storage solutions** for critical business processes using **entity-relationship/ dimensional modelling** and **database normalization**, improving data integrity, scalability and allow creation of flexible views
- **Changes & Migrations:** Support and drive strategic changes and migrations by providing planning, data and technical expertise
- **Automation:** Support business/ops by **automating manual processes** using available technologies and removing any other inefficiencies
- **Improve Development Experience:** Build tools/scripts/macros/templates which **streamline the development experience** of the team and build efficiency
- **Machine Learning/AI:** Identify opportunities where **advanced analytics techniques/Machine Learning** can be used to add value to business

Business Insights Analyst - Financial Crime Operations @ Barclays (September 2022 – February 2024)

- **Business Insights & MI:** Worked with operations stakeholders to create multiple **automated** and **self-serve dashboards, reports** and **data pipelines** using Python, Tableau, Alteryx
- **Alteryx Set up:** With **Alteryx** being identified as a strategic BI solution for the team, worked with Technology for infrastructure, permissions and data access set up.
- **Python Script migration:** **Centralised 30+ python** scripts running locally by rebuilding them in **Alteryx** and **deploying to server** for scheduling
- **REST API integration:** **Increased automation scope** by leveraging REST APIs within ETL processes
- **Custom Solutions:** Developed **custom python module** enabling **seamless multi-database connections** using aliases and **created documentation with examples** to enhance usability; **identified and introduced new tools** to improve team efficiency in data loads and processes

Workforce Reporting & Tools Developer – Finance Cost @ Barclays (January 2019 – September 2022)

- **Self-Serve reporting:** Build multiple self-serve reports/dashboards/automation across multiple Finance teams using SQL, Tableau and Alteryx
- **Process Redesign:** Redesigned the reporting process for organisation wide headcount budget planning cycle using Excel VBA & Alteryx to reduce turnaround time

- **Data Mining/Natural Language Processing:** Used Named Entity Recognition (implemented via SpaCy) and regular expressions (implemented using Python & Alteryx) for mining data to analyse source of email volume received multiple teams within the department
- **Automation:** Automated multiple operational processes requiring manual reconciliation/reporting. Delivered saving of 2000 FTE hours
- **Machine Learning:** Delivered a machine learning proof of concept on how to calculate Time to Recruit for various roles using historical data using Python and visualised via Tableau

Senior Workforce Management Officer – Digibank @ DBS Bank India (March 2017 – January 2019)

- **Forecasting:** Forecasting call volume & handling times based on historical, current volume trend, business inputs & special events
- **Capacity Planning:** Requirements calculation, Planning & Scheduling of staff to cater to the call volume
- **Reporting & MI:** Delivered Daily, Monthly, Quarterly MI & Reporting to stakeholders on various operational metrics
- **Automation:** Automated multiple tasks by building a variety of data entry, reporting & data processing tools using Excel VBA
- **Process Improvement:** Optimised the staff scheduling model to align with the new organisation transport policy to counter rising attrition while sustaining service levels
- **Data Analysis:** Performed comprehensive study of volume handling times to build a business for the handling time target to be aligned with prevailing trends

Assistant Manager – Workforce Management @ EXL Service (September 2012 – March 2017)

- **Capacity planning & scheduling:** Capacity Planning & Scheduling of staff to ensure all incoming volume is managed
- **Telephony:** Supporting internal projects as an in-house telephony expert
- **Reporting & MI:** Delivered Daily, Monthly, Quarterly MI & Reporting to stakeholders on various operational metrics
- **KPI Management:** Tracking of operational metrics & KPI to ensure they are within threshold
- **Incident Management:** Incident Management and escalation of real time issues to tech and stakeholders
- **FTE Billing:** Build multiple processes and reports to support transition of account's billing method from FTE based to billable hours

Educational Qualifications

Bachelor of Commerce from **Raja Shiva Prasad College, Jharia (Dhanbad)** affiliated to **Vinoba Bhave University, Hazaribagh**
Completed: 2011

Certifications

- **Certification in Business Analytics** from **IMSPProSchool** recognised by **National Skill Development Corporation (Government of India)**
- **Alteryx Designer Core Certification** by **Alteryx**
- **Japanese Language N5 Level** from **Symbiosis Institute of Foreign & Indian Languages (SIFIL)**