

DIVYA VINODBHAI SAROLIYA

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SUMMARY

Business Analyst with over **5** years of experience in Financial service and Banking Industry. Extensive knowledge of **analyzing & reporting internal workflow process** to identify areas of enhancement, developing and implementing **product development plans** along with end-user training, **assessing business requirements, quality control** and maintaining **client relationship**.

PROFESSIONAL EXPERIENCE

Data Analyst Student Researcher (Intern) at **CONMED Corporation**. Boston, USA **April 2019 – June 2019**

- Determined freight analysis and **evaluated 15%** freight discrepancies for inbound and outbound shipping data.
- Re-organized shipping schedule with **operational** constraints by **developing** an analysis **model** to prevent delay by **20%**.
- Conducted meetings, encouraged open communication with peers and **drafted** minutes of meetings **report** every week.
- Designed Tableau **dashboards** communicating current and **forecasted** shipping **statistics** of data for **3** consecutive years.

Business Analyst at **Capgemini India Pvt. Ltd.** Mumbai, India **July 2015 - July 2018**

- Analyzed **large** and **complex data sets** (different financial products) received from various subsidiaries across world to deliver and syndicate data to **client's database** system in prescribed format, latency and structure.
- Created real-time **Monitoring** and **Analysis** of Key Performance Indicators (**KPIs**) and developed standard reporting models with visualizations (**Excel and Tableau**) to aid **decision-making** and overall strategy.
- Identified and reconciled **errors** in client data to ensure accuracy of **98%** as per business requirements and drafted, maintained technical and functional specification **documents for client**.
- Streamlined and structured source data and identified important headers/input data fields, **prepared macros** and applied the analytical solution and also managed **daily research**, input, coordination to maintain **client's database** and **support subsidiaries**.
- Experience defining **User Stories**, acceptance criteria in **JIRA**.
- **Trained Machine Learning tool** (WorkFusion) to automate and extracted value-added information up to **90%** from volume of data (variety of sources) to transform data into actionable information and insight that made work less manual as well as less time consuming. **Created, maintained** tools and **prepared reports** for presenting it to **Senior leadership** and various other teams.
- Conducted various procedures to ensure the **quantity** and **quality** of data by assessing threshold limits in **audit** of client's internal databases using **SQL, HLOOKUPS, VLOOKUPS, pivot tables** and **excel macros**.

Retail Banking and Finance Officer at **ICICI Bank Pvt. Ltd.** Mumbai, India **September 2012 - January 2015**

- Prioritized and handled **multiple** tasks, researched and **analyzed** retail banking **customer's profiles** based on the **query** raised, accounts and **technical** matters utilizing **problem-solving skills**, and communicated in written and verbal formats to various audiences (including various levels of management and external customers and clients).
- Solved Customer's **queries** related to **accounts, transactions** and other **banking products** over call and Emails.
- Achieved a quality score of **90%** that exceeded the targeted score for the working quarter for client deliverables of risk **reporting**.

ACADEMIC PROJECTS

Dashboard for Food Establishment Inspections (Tableau and SQL)

- Developed a dynamic and interactive dashboard based on the data of Food Establishment Inspections which will help in achieving the objective to prevent and reduce the foodborne disease/illness caused by the various Food establishments across Boston.
- Produced insights such as how violation status and violation level (KPI's) are essential to measuring the overall performance of various food establishments over the period of last 12 years.
- Conducted Exploratory Data Analysis and established hypothesis of Inspection data based on which we can decide the frequency of inspections to be held. Also helps in the decision-making process of license allotment and suspension.

Dashboard for UNICEF's Under 5 Child Mortality Rates (U5MR), U5MR by cause of death (Tableau)

- Performed exploratory and explanatory data analysis on 68 years real-time data of UNICEF's U5MR to identify and analyze patterns in datasets and present the insights found about the top 3 highest child mortality rate countries of Asia.
- Produced impactful visuals and built dashboards in Tableau utilizing complex calculated fields, table calculations, filters, parameters to communicate story inside the data.

CERTIFICATION/PROFESSIONAL TRAINING

- Business Analysis Foundations: Competencies
- Tableau Analyst & Tableau Data Scientist
- Cert Prep: Scrum Master
- Tableau A-Z: Hands on Tableau training for Data Science
- SQL Programming
- SQL Tips, Tricks & Techniques

TECHNICAL SKILLS

Leadership | Data/Business Analysis | Finance | Analytics | Risk Management | Agile | SCRUM | Waterfall | JIRA | Customer Service | Data Visualization | Reporting | Tableau | Power BI | MySQL | Excel (HLOOKUP, VLOOKUP, Pivot Tables, VBA)

EDUCATION

Northeastern University: Master's in Analytics, | Boston, MA | (GPA 3.93)

March 2020

Relevant Courses: Data Warehousing and SQL, Risk Management, Probability and Statistics, Intermediate Analytics, Data-Driven Decision Making, Enterprise Analytics, Data Visualization and Communication, Data-Mining, Data Analysis and Data Management.