**Jyoti**

[**Jyoti.373818@2freemail.com**](mailto:Jyoti.373818@2freemail.com)

BUSINESS ANALYST

(Work Experience: 3.2 Years)

Meticulous Data Analyst, who understands complex assignments, meets tight deadlines and delivers superior performances. Possesses practical knowledge in Data Management and Visualization & applies strong analytical skills to understand business requirements.

● Data Analytics ● Data Management ● Data Visualization● Business Intelligence  
 **Professional Experience**

**Genpact India Pvt Ltd. | Business Analyst | July 2015 – Sep 2017 (2yr 2 months)**

*Genpact is a global business process management and services corporation with more than 70,000 employees in 25 countries, providing analytics, research, and a host of other services.*

* Analyzing the sales/financial data, identifying strengths and weaknesses and proposing possible solutions, both internally and externally with the client
* Create as-is process documentation using appropriate tools, applying knowledge of business process modelling notations.
* Assist Business in arriving at to-be process documentation, and support in developing Quality Management System.
* Interacting with the different departments of the organization to ensure excellence in customer service.
* A team player at QA Testing process as needed and implement the effective actions required.
* Recommend improvements or modifications to existing processes, mapping process.
* Monitoring financial information related to collection, payments, discounts and contracts and communicating specific situations that may affect the service.
* Monitor client backend processes and work with appropriate teams to resolve issues in an extensive ETL environment
* Collaborate with the Manager, Service Excellence and Executive Leadership to design, implement and evaluate initiatives to deploy the Excellence model through-out the organization.
* Identify new process opportunities and accurately analyze and estimate new processes, feasibility and business value.
* Consolidate all financial data at the points of sale, identifying possible areas of improvement related to the operational process of service and giving the pertinent indications for its correct functioning.

**GTRE (Gas Turbine Research Establishment)| Trainee Engineer |July’14-July’15 (1Yr)**

Gas Turbine Research Establishment is one of the pioneering Research and development organizations under the Ministry of Defense, Government of India. The main charter of the establishment is to design and develop Gas-Turbine sub-systems for Defense purpose**.**

* Conduct frequent assessments to measure adoption of excellence practices throughout the process.
* Manages project plans and provides regular and ad hoc reports on project progress to the management including project progress reporting, financial performance reporting and resource usage.

**Academic Qualification**

* Graduate in Aeronautical Engineering : AMAeSI
* University : The Aeronautical Society of India, New Delhi
* SSC & HSC from ICSE, at St. Mary’s Convent, Kanpur.
* Currently pursuing PGDBA (Equivalent to MBA) from Symbiosis University, Distance mode. (2016-18)

**Trainings Undertaken**

* Lean Six Sigma Basic Training.
* Advanced Excel training – at Genpact India, Bangalore.

**Projects**

* PROJECT 1 : ELIM Rate Analysis

Type: Business Intelligence

Tool: Spotfire and excel VBA

Description: GE Aviation has customize services agreement (CSA) with airliner for complete maintenance cost of engines. As a result considerable cost pressure builds on CSA contract, ELIM rate Analysis tool helps GE Aviation to reduce cost pressure on CSA. Identification of major cost and profit driver.

Roles:

* Collect data from all Internal and External component repair shops ERP systems.
* Compile data using Excel-VBA.
* Create the Spotfire Visualization report using Business/functional knowledge
* PROJECT 2 : Effectivity of Water Wash Program for GE90 Engine

Type: Analysis

Tool: Advance Excel, Pivot tables

Problem: Observed that 90% of Event is WATER WASH in GE90s, and it costs to GE Aviation, correct evaluation of the number needs to be identified. Water wash leads to the improvement of engines EGT margin up 20 to 30C. At times when Engine needs a soft repair only water wash is done at shops which adds up to GE costs without adding any improvement to Engines performance and engine flies for 100+ hours with huge repair cost later.

Solution: Modification in SV+WW model. Water program added with High/Soft Shop visit.

**Technical Skills**

* MS Excel : Basic, Advanced (Lookups, Pivot table, IF-Else, Macros, VBA)
* Salesforce : Managing Cases & Contracts, Creating reports & Dashboards
* Spotfire : Interactive Dashboards
* MATLAB : Presenting data , analyzing and plotting

**Soft Skills**

* Strong oral and written communication & presentation skills.
* Strong interpersonal and leadership skills.
* Proven analytical and quality improvement ability.

**Personal Information**

Nationality : Indian

Passport date of issue : 10/05/2011

Passport Expiry date : 09/05/2021

DOB : 24/01/1988

Gender : Female

Marital status : Single