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PERSONAL STATEMENT

Results-driven Data Analyst with 7+ years of experience delivering analytics solutions in the banking (Citi, NAB, RBS) and telecom (Airtel) domains. Proven expertise in remediation analytics, regulatory compliance, risk modelling, and dashboard creation using SAS, SQL, and reporting automation. Currently pursuing a Master's in Data Science, where I am gaining advanced training in machine learning, AI, big data, and statistical modelling. Skilled in Python, R, and cloud platforms (Azure, GCP) with hands-on academic and personal projects in predictive modelling, NLP, and dashboard development.

Adept at translating data into actionable insights and delivering measurable business outcomes. Open to Data Analyst and Data Science roles, with internship availability from Nov 2025 – Jan 2026 and full-time availability from late Feb 2026.

TECHNICAL SKILLS

- **Programming:** Python, R, SQL, PySpark, SAS, C++, C, Java
- **Analytics/ML:** scikit-learn, TensorFlow, XGBoost, statsmodels, mgcv, caret; CV & NLP basics (OpenCV, spaCy, BERT)
- **Visualization:** Power BI, ggplot2, matplotlib, seaborn
- **Big Data & Cloud:** Hadoop, Azure (AZ900 Certified), AWS, Google Cloud
- **Databases:** MySQL, PostgreSQL, SQLite
- **Tools & Platforms:** Jupyter Notebook, RStudio, SAS 9.4, Git/GitHub, Colab
- **Statistical Analysis:** Regression (linear/logistic/GAM), ANOVA, hypothesis testing, cross-validation

WORK EXPERIENCE

- **AI Trainer | Data Annotation Tech, Wellington, NZ - Casual**
(Mar 2024 – Jun 2024)
 - Curated and annotated **high-quality datasets** for machine learning and natural language processing tasks.
 - **Designed and tested prompt-based** training data to improve **large language model (LLM)** outputs and response accuracy.
 - **Reviewed AI model predictions**, flagged inconsistencies, and provided feedback loops to refine system performance.
 - Developed **annotation standards and documentation** to maintain data quality and reliability.

- **IT/SAS Analyst | Tata Consultancy Services, (Client: National Australian Bank), India**
(Jan 2023 – Feb 2024)

Remediation Programs (Portfolios: CITI, Coles, Qantas Velocity and others):

- Executed **remediation activities** across NAB's portfolios, covering both **financial obligations** (compensation, fee reversals, interest adjustments) and **non-financial obligations** (customer communications, record corrections, disclosure updates).
- Developed and optimized **SAS code** to identify **impacted populations**, **calculate redress amounts** and **generate remediation files** for execution.

- Performed **root cause analysis, case reviews, and control checks** using SAS to validate customer eligibility and ensure accurate outcomes.
- Built and automated **remediation dashboards and exception reports** to support regulatory reporting, audit, and governance forums.
- Contributed to **regulatory submissions, closure packs, and QA reviews**, ensuring compliance with remediation frameworks and audit standards.
- Delivered remediation outcomes under **strict timelines**, consistently ensuring accuracy and compliance with remediation frameworks.
- Participated in **knowledge transfer sessions** with client and offshore teams, preparing process documentation, SAS code handover notes, and best practices to ensure continuity.

Additional Analytics & BAU Contributions:

- Performed **portfolio monitoring and credit risk analysis** across NAB products, identifying **high-risk accounts** and supporting decision-making.
- Developed **automated reporting solutions in SAS/SQL**, reducing turnaround time and **improving accuracy of monthly reports**.
- Supported **data quality improvement initiatives**, enhancing **consistency across multiple systems** and improving reporting reliability.
- Partnered with **risk and business teams** to deliver **ad-hoc analysis** on **customer trends, arrears behaviour, and portfolio performance**.

- **Team Lead / Senior Data Analyst | Accenture Private Limited (Clients: RBS, Airtel), India**
(Nov 2016 – Jan 2023)

RBS - Banking Analytics & Compliance:

- **Led a team of analysts** delivering **regulatory remediation tasks** including data extraction, impact validation, and preparation of execution files.
- Conducted **credit risk analysis, portfolio monitoring, and customer profiling** to support product risk management and business decision-making.
- Designed and automated **reports and dashboards** for management reporting, audit reviews, and remediation progress tracking.
- Partnered with **compliance and risk teams** to ensure outcomes adhered to **regulatory and governance standards**.
- **Mentored junior analysts** in SAS, SQL and applied statistics, improving **delivery quality and team capability**.
- Recognized for balancing **remediation delivery** with **broader analytical responsibilities**, ensuring accuracy, compliance, and timely stakeholder reporting.

Airtel - Telecom Analytics:

- Delivered **customer segmentation, churn analysis, and A/B testing** to optimize campaign performance and improve retention.
- Conducted **usage pattern and revenue analysis**, identifying high-value customers and designing targeted offers.
- Built and maintained **dashboards and automated reports** to provide actionable insights for marketing and operations teams.

ACADEMIC HISTORY

- **Master of Data Science | Victoria University of Wellington, New Zealand**

(Feb 2024 – Expected Feb 2026)

- **Key focus areas:** Machine Learning, AI, Big Data Analytics, Statistical Modelling
- **Practical Projects:** Predictive Modelling, Neural Networks, Clustering, Large-scale Data Analysis using Python, R, PySpark, Hadoop, R package creation
- **Overall Grade (till now):** A

- **Bachelor of Information Technology | Indraprastha University, India**
(May 2012 – Aug 2016)
 - **Achievements:** University Topper / Gold Medallist with an overall score of 89%
 - **Final Year Project:** Visual Cryptography - Image Encryption-Decryption using RSA & Advanced Java

KEY PERSONAL AND ACADEMIC PROJECTS

- **Smart Invoice Extractor & Analyzer (Python, OpenCV, OCR, NLP, FastAPI, Streamlit): Completed**
End-to-end pipeline for document detection/cropping (OpenCV), OCR, entity extraction (invoice #, dates, totals, vendors), strict JSON schema validation, batch mode, REST API (FastAPI) and Streamlit UI, Dockerized with configurable preprocessing.
GitHub: <https://github.com/SwatiNeha/smart-doc-scanner>
- **Cricket Performance Analysis Application - CPAA (R Shiny, ggplot2): Completed**
Designed an interactive dashboard to analyze cricket player performance using R Shiny; automated statistical summaries and visualizations to enable data-driven insights for various users.
GitHub: <https://github.com/SwatiNeha/CricketPerformanceAnalysisApp>
- **Heart Attack Risk Prediction (PySpark and Hadoop): Completed**
Developed scalable classification pipeline for health data, including feature engineering and evaluation (AUC, accuracy) on large datasets.
GitHub: <https://github.com/SwatiNeha/heart-attack-prediction-spark>
- **Aspect Sentiment BI (Python, scikit-learn, SQLAlchemy, PRAW): In Progress**
Reddit ingestion via PRAW with keyword/subreddit filters persisted with SQLAlchemy, TF-IDF + Logistic Regression sentiment baseline and vocabulary-based aspect extractor (battery, camera, shipping, screen, UI, packaging, quality, price), and trend reporting to a lightweight BI layer targeting near-real-time monitoring. (Later for Youtube).
GitHub: <https://github.com/SwatiNeha/aspect-sentiment-bi>

AWARDS AND CERTIFICATIONS

- **Microsoft Azure Fundamentals (AZ-900) - Certification**
- **Gold Medallist - B.Tech (Indraprastha University, India)**
- **ACE Award (Team), Star of the Month, Best Athlete, and Table Tennis Champion - Accenture**

REFERENCES

- Ajay Anand
Head of Customer Remediation Analytics
National Australian Bank- Sydney
- Professor Ryan Admiral
School of Mathematic and Statistics
Victoria University of Wellington

Contact details can be provided on request