

Rohit Gupta

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Professional Summary:

Data Analyst with **2+ years of experience** in banking MIS and analytics, supporting **credit card portfolio performance** for a leading private bank. Strong expertise in **SQL-based data extraction**, **Power BI dashboards**, and **KPI tracking** (activation rate, spend per active, complaints RCA). Experienced in automating recurring MIS reports, improving data accuracy, and enabling data-driven decision-making for business stakeholders.

Education:

- **B. Tech in Computer Science Engineering** – JECRC Foundation, Jaipur (RTU, Kota) | 2017–2021
- **Diploma in Computer Science Engineering** – Khaitan Polytechnic College, Jaipur (BTER, Jodhpur) | 2014–2017

Core Skill Sets:

- **Data Analysis & Visualization:** SQL, Power BI, Excel (Pivot Tables, Lookups), Dashboarding
- **Analytics & Reporting:** MIS Reporting, KPI Tracking, Trend Analysis
- **Process Improvement:** Report Automation, Root Cause Analysis (RCA)
- **Business Domain:** Credit Cards, Sales & Productivity Reporting, Customer Complaints Analysis

Work Experience:

MIS Associate – RBL Bank (On-roll via Globiva Services Pvt. Ltd.)

(Jan'23)

- Automated MIS reporting (daily–yearly) for credit card portfolios across multiple LOBs (Upsell, Upgrade, STPL, SNP).
- Optimized SQL queries (joins, aggregations, CTEs) to transform large datasets with high accuracy and timely delivery.
- **Automated recurring MIS reports**, reducing manual effort by ~25–30% and improving for business review cycles.
- Built **Excel dashboards** to track key KPIs such as **Activation Rate %**, **Spend per Active**, **Active Rate Trends**, and **Complaint Analysis**.
- Performed **Root Cause Analysis (RCA)** on customer complaints data, helping business teams identify process gaps and improve resolution efficiency.
- Collaborated with cross-functional teams (operations, sales, data scientist) to understand reporting requirements and implement standardized reporting processes.

Key Analytics Contributions

- Enabled business teams to monitor **card activation and usage trends**, supporting initiatives to increase product usage.
- Supported management reviews by delivering **accurate and consistent MIS reports** used for strategic decision-making.
- Improved data reliability by validating source data and standardizing reporting logic across LOBs.

Additional Experience:

Digital Forensics Trainee – Foundation Futuristic Technologies Pvt. Ltd.

(Jan'22 – Jul'22)

- Gained exposure to digital and mobile forensics tools for data acquisition and analysis.
- Developed strong analytical thinking and attention to detail, supporting investigative workflows.

Internship:

Cybersecurity Intern – Pristine Info solution Pvt. Ltd.

(May'19 – Jul'19)

- Certified Penetration Testing is the advanced level of Ethical Hacking in which the person evaluates the security of IT networks or corporate websites by simulating an attack from external threats and internal threats.

Certification and Courses:

- Power BI – Online Course (2025)
- SQL & Advanced Excel – Online Course (2022)
- CEH Certified – EC-Council (2021)