

# Divyank Arora

## Analyst

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## EXPERIENCE

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### Reporting Analyst (Club Marine Insurance)

Nov 2022 - Present

Allianz Insurance Australia | Melbourne, Victoria

- Developed, analyzed, and presented statistical information using MS Excel, Power BI, and MicroStrategy to aid stakeholder understanding of business performance.
- Collaborated with stakeholders to prioritize needs and translate them into strategy reporting deliverables, including conducting User Acceptance Testing (UAT) for seamless system integration.
- Maintained databases, automated tasks, and utilized data mining techniques to communicate and build visually appealing data visualization reports.
- Supported stakeholders in understanding road to customer acquisition through digital channels, utilizing Verint metrics and MicroStrategy for marketing analytics.
- Managed execution of development activities, providing technical solutions, documenting protocols, and mentoring team members for process improvement.

### Reporting Analyst - Asset Management

May 2022 – Nov 2022

City Holdings Facilities Management (Coles Group) | Mulgrave, Victoria

- Extensive use of Advanced Excel for analysis and validation of large and complex data sets by being delivery-focused with majority use of VLOOKUP and Pivot Tables
- Assignments related to Business analysis on PowerBI, Power Query, and SSRS to generate client reports and KPI's with attention to detail
- Understanding system functionality and technical documentation to engage and collaborate with Technical Services to drive changes.
- Gather and document business requirements to implement and enhance the delivery of initiative with leadership
- Handling and monitoring Change Requests and Communication with stakeholders of the company to provide clean data and integration of ad-hoc business reports.

### Project Administrator – Engineering and Projects

Oct 2021 – May 2022

City Holdings Facilities Management (Coles Group) | Mulgrave, Victoria

- Acting as a liaison between Project managers and clients with an entrepreneurship mindset for Operational functioning and documentation across disciplines ensuring uniformity of scope in business processes.
- Developing specifications with CAPEX and OPEX forecasts with Visio, of 12 months every year and engaging 1:1 with stakeholders for process definition leading to efficient project management and financial planning.
- Compile and track present regulatory surveys and meet agreed- on deadlines across various small strategic units of the business to define business case
- Assisting with a collaborative approach with the Project Specialist workloads in conjunction with master program – ECR allocation and project allocation
- Managing meetings and deadlines on SharePoint and OneDrive

### Performance Analyst

Aug 2020 – Jan 2021

La Trobe University | Bundoora, Victoria

- Created a Course demand Analytics tool for the university with a vision of Reporting based solution via extensive use of Power BI and R programming and reported to the vice chancellor with excellent written communication skills
- Goal oriented testing of Business information technology systems with the tool to check accepting criteria and use case of the product and managed results with an Agile methodology based on industry trends
- Provided innovative recommendations for process improvement and growth leading to continuous improvement in business performance

## EDUCATION

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### Professional Year Program | ECA, Online

Sept 2021 – Sept 2022

This program is recognized as a legal certification attested by Australian Computer Society (ACS) that helps graduates strengthen their employability level in Australian workplace and overall professional development

### Master of Business Analytics | La Trobe University, Melbourne

Jul 2019 – Jun 2021

- Score: 74.5%
- Attained La Trobe college Excellence scholarship of 25% based on merit

### Bachelor of Business Administration | Vivekananda Institute of Professional Studies, Delhi Aug 2016 - Jul 2019

- Score: 86%
- Class topper in Semester 6 with consistency in other semesters of being in Top 5 student records

## PROJECTS

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### HVAC Forecasting

Providing a scalable solution to project managers on the budget provided from Coles to the company for an entire fiscal year. Forecasting finance strategy of Capex and Opex costs that could incur during action.

**Tech Stack:** Tableau, R Studio, SQL schemas

### Course Demand Analytics

Tapping into the course design offered by La Trobe and other universities. Focussing on offerings provided by competitors (action circle) and not by the host university based on the course preferences of students enrolling in the university.

**Tech Stack:** Python, PowerBI application, Slack, and Predictive Modelling

### Refrigerant Gas Usage

A self-directed project with extensive use of Coles' data to analyse the refrigerants used in different Coles' infrastructure across Australian market. Maintaining database of various refrigerant types, connecting database to servers, and generating insights for the client and the business as well.

**Tech Stack:** PowerBI, SSRS and Microsoft Excel (Advance)

## SKILLS

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- Experience with Python, SSRS, and R Studio
- Elementary experience in SQL and SAS Enterprise Miner Analytical tools
- Excellent knowledge in MS Office products like Advanced Excel, Visio, PowerPoint, Microsoft Dynamics 365 (CRM), and Word
- Hands-on intermediate experience in analytical skills on Power BI Desktop, Verint, Tableau, IBM Cognos, and Azure Analysis Services
- Acquainted to work in an Agile environment achieving KPI's using Jira and Slack.
- Strong problem-solving and communication skills, interpersonal and detail-oriented skills, and Decision-Making skills
- Extensive experience in Customer Service and Rapport building

## REFERENCES

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On Request