

KUNDAN JAISWAL

Business Analyst | MSc Business Analytics (NEOMA Business School)

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Profile

Results-driven **Business Analyst** with **2+ years** of experience delivering data-driven insights for global clients including **Mastercard** and **Deliveroo** currently completing **MSc in Business Analytics at NEOMA Business School**. Skilled in translating complex operational data into actionable recommendations for senior stakeholders, with hands-on experience in **Agile/Scrum** delivery, cross-functional coordination. Proficient in **Power BI, SQL, Python, R, Tableau, and Salesforce**.

Professional Experience

Analyst | Teleperformance - Mastercard Fintech Account

Aug 2022 – Mar 2023

- Owned **end-to-end performance reporting** for B2B **Mastercard** fintech client using **Salesforce CRM** and **Excel**, maintaining **SLA targets above 90%** and driving escalation resolution.
- Led **cross-functional coordination** across Operations, IT, WFM, and Training teams to onboard a new Line of Business, delivering **SLA recovery from 72% to 96%** within the ramp-up period.
- Conducted **root-cause analysis** of recurring client issues using **Salesforce CRM** data, uncovering critical patterns and delivering **process improvement recommendations** through structured **EOD reports**, reducing issue recurrence for the Mastercard account.
- Built and maintained **real-time Power BI** and **Excel** performance dashboards, enabling **data-driven decision-making** for team managers and client stakeholders across the Mastercard account.

Business Insights Analyst | TaskUS - Deliveroo Operations

Oct 2020 – Apr 2022

- Delivered **weekly and monthly analytics reporting** for the Deliveroo operations using **SQL** and **Power BI**, presenting findings directly to clients in **monthly and quarterly business reviews** and to senior managers for operational decision-making.
- Built and maintained **10 + interactive Power BI dashboards** tracking operational **KPIs** and customer experience metrics, enabling leadership to monitor performance in real-time.
- Gathered and documented **business reporting requirements** by partnering with **Operations and Program Managers across 5+ teams**, coordinating with **data engineering teams** to deliver tailored analytical solutions demonstrating **end-to-end BA requirements management**.
- Applied **Agile/Scrum methodology** across 3-week sprint cycles with daily stand-ups, ensuring **iterative, on-time delivery** of reporting solutions to cross-functional stakeholder teams.
- Synthesized **5k+ operational datasets records** into **executive-ready insights** using **SQL, Salesforce and Power BI**, accelerating **data-driven decision-making** across cross-functional teams.

Education

MSc Business Analytics | NEOMA Business School - Grande École | France

Oct 2024 – Apr 2026

Bachelor of Commerce | Astral College, India

2018 – 2021

Skills

Analytics & BI Tools: SQL, Python, R, Power BI, Tableau, Excel, Salesforce.

Methodology: Agile/Scrum, Lean Process Improvement, Requirements Gathering & Documentation, Jira.

Soft Skills: Stakeholder Management, Cross-functional Coordination, Executive Reporting, Data Storytelling.

Languages: English (Fluent), French (Intermediate, actively improving).

Projects

Customer Segmentation & RFM Analysis

- Segmenting 500K+ retail customers using **Python** and **R** with RFM framework to identify high-value segments and retention opportunities; results visualised in **Power BI** dashboard.

Sales Performance Analysis & Forecasting

- Analysing retail sales data using **Python** and **R** (ARIMA forecasting), building an interactive **Power BI** dashboard and **Excel** scenario planner to identify revenue opportunities and optimise forecasting accuracy.

Portfolio : Visit [kundanjaiswal.com](#)