

Stuti Kapoor

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Work Experience (7+ years)

NatWest Group : March 2021 - Present

Job Title: Software Engineer

Fractal Analytics Private Limited : Jan 2021 - March 2021

Job Title: Sr. Tableau Consultant

American Express: Jan 2014 - Dec 2020

Job Title: Sr. Business Systems Analyst

Role & Responsibility

- Responsible for developing Tableau dashboards using advanced features like LOD's, parameters, sets, dashboard actions, user filters (to add security layer) etc.
- Establish data source connection by using live connections with Jethro (ODBC Connector), Oracle, Impala, Extracts and other file-based connectors like JSON, txt, csv, etc.
- Scheduling Tableau extracts for auto refresh and manages the access for the users.
- Works on improving the performance of the dashboard as well ensuring the best user experience.
- Technical documentation of the projects.
- Provide a demo to the users to navigate the dashboard by acquainting them with all the features.

Initiatives:

- In house trainer for all Tableau products and have trained 500+ users. Have conducted Tableau Advanced Series for Amex employees as a center level initiative to upskill colleagues.
- Been a key speaker at Tableau Prep Builder Webinar conducted by Tableau Team in partnership with American Express having 300+ participants.

Key Projects:

Complaint Command Center

(June'20 – Oct'20)

Tableau Desktop version: 2019.4

This dashboard is an Advanced Machine Learning based AI solution analyzing all complaints over periods of time for systematic outlier detection and proactive insights of potential new complaints.

This also includes trending up & down of words used by the customer to express their grievances which further gives the context of the complaint.

COVID-19 Dashboard

(March'20 – May'20)

Tableau Desktop version: 2019.4

This dashboard captures KPI's like COVID mentioned calls, complaint types, customer sentiment, disputes set up and provides a comparison with pre COVID days & previous weeks.

Integrated Voice Response Dashboard for Mobile

(Nov'19 – Dec'19)

Tableau Desktop version: 2019.2

This dashboard captures all the flow of the calls that lands on Amex landline and was specifically designed for the executive leaders to view the flow of the call volumes, and other important metrics such as CTR, Transfer rate for different markets, sites,

business units, etc.

Callback Analysis:

(June'19- Sep'19)

Tableau Desktop version: 2019.2

This Dashboard is for all team leaders and CCPs to analyze the reason for callback from the customer and provides insight to improve on CFR (Customer First Resolution).

P4P Playbook:

(Jan'19 – April'19)

This Dashboard is developed for stakeholders and it provides the number of incentive plans for each business unit, role, band, market, etc. This also provides an overview of the average payout in each market and ties back with the performance of the business overall.

Knowledge of Platforms:

- **BI Tools:** Tableau Desktop (version 2020.2), Tableau Prep Builder, Tableau Online.
- **ELT:** Hive, Teradata, Google Analytics, MS Athena, SQL etc.
- **Collaboration & Documentation Tools:** Confluence, JIRA, SharePoint, Slack, etc.
- **Other:** MS Office

Functional Skills:

Data Visualization, Business Analysis, Stakeholder Management, & Product Management

Extra-Curricular Achievements:

Employee Engagement Lead for 300 people. Initiated, hosted and headed events at Business Level.

Education:

Graduated from Gargi College University of Delhi (2010-2013)
Majors in Economics & Psychology