

Jitendra Kumar
Kyndryl (for BELFIUS BANK, Poland) | Lead Data Analyst | Hyderabad, India

BASIC INFORMATION

Experience in: IT Industry
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Language: English, Hindi, Spanish.
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CAREER CONTOUR

I am unwavering, meticulous, and highly competent in the **IT Industry**. I have a consistent record of transporting the best results-driven work with a proven ability in implementing my work in an organised manner for **14+ years** of my successful career.

My expertise:- **IT Industry – Data Analytics, Business Intelligence, Power BI Development, Machine Learning, ITSM Analytics, Automation, Predictive Modeling, Data Visualization, Python Programming, SQL Reporting, Data Integration, Process Optimization, KPI Dashboarding, Cross-Functional Collaboration.** I have in-depth knowledge of all the ethics of management. I possess effective communication skills and am a team player with strong organisational, Logical, and Problem-Solving Abilities.

I have great exposure to working with large-scale organisations like **Kyndryl (for BELFIUS BANK, Poland), IBM India Pvt. Ltd.** I am well-versed in skills in analysis, problem-solving, and coordination, which make me so successful and dedicated. Strong influencing and negotiation skills coupled with a proven ability to think in and out of the box, generating new solutions.

I have commenced my profession as an **Executive** and risen myself as **Lead Data Analyst** in a reputable company. I would like to see myself growing with the passing years of hard work and dedication. I have been awarded many accolades for my result-oriented hard work.

Armed with a multitude of competencies and work experiences, I am confident to carry forward any organisation's vision & objectives with sufficient ease and dedication to my job responsibility.

EXPERIENCE

Sep 2021 – Present | Kyndryl (for BELFIUS BANK, Poland) | Lead Data Analyst

Responsibility:-

- Owned and led ITSM analytics frameworks, aligning data initiatives with overall business objectives.
- Designed and deployed predictive Power BI models, achieving a 45% reduction in incidents through automation and proactive monitoring.
- Developed multi-source Power BI dashboards, integrating diverse service line data for enhanced operational insights.
- Collaborated with teams across Wintel, Mainframe, Linux, DBA, Middleware, Backup, and Workplace for service optimization.
- Implemented Ansible automation, CSI playbooks, and DPP initiatives to drive event and incident reduction.
- Created Net Promoter Score (NPS) dashboards to measure customer satisfaction across accounts.
- Conducted root-cause analysis and trend modeling to identify recurring problems and improve response time.

- Developed automated budget and overtime reports using VBA & Advanced Excel for Poland operations.
- Led cross-functional analytics projects, ensuring data accuracy, integrity, and visualization standardization.
- Coordinated with senior management and global stakeholders for KPI reviews and service improvement planning.
- Integrated ServiceNow and Power BI to enable real-time visibility of ITSM performance and SLA compliance.
- Streamlined reporting and data refresh automation, reducing manual reporting time by over 40%.
- Partnered with IT leadership and process owners to define KPIs and business metrics across all service lines.
- Drove data literacy initiatives, mentoring team members on Power BI best practices and automation techniques.
- Collaborated with security and compliance teams to ensure audit readiness for internal and client reviews.
- Recognized by leadership for innovation in predictive modeling and analytics automation.

Key Projects:

- Belfius Bank Dashboard – Built an end-to-end incident and change analytics model, integrating ServiceNow data, DAX measures, and Power BI service for leadership insights.
- Automation Initiative – Deployed Ansible and Power BI workflows to eliminate recurring incidents and improve SLA compliance.
- Predictive Analysis Model – Implemented ML-based monitoring that strengthened preventive maintenance and reduced downtime.
- KPI Governance Framework – Designed standardized KPIs for all service lines, driving consistent reporting across geographies.

PREVIOUS EXPERIENCE

- *Mar 2016 – Sep 2021 / IBM India Pvt. Ltd. / Data Analyst / Hyderabad*
- *Mar 2014 – Feb 2016 / BOSCH / Process Lead – Indirect Purchasing / Bangalore*
- *Sep 2011 – Feb 2014 / Oracle India Pvt. Ltd. / OM Analyst / Bangalore*

ACHIEVEMENTS

- Reduced incident volume by 45% through predictive analytics and automation at Kyndryl.
- Achieved 55% event reduction via automation playbooks at IBM.
- Delivered enterprise Power BI dashboards enhancing KPI visibility and decision-making.
- Automated budget and reporting processes using VBA and Power BI.
- Recognized for cross-functional analytics excellence and data-driven process optimization.
- Started my career as an Executive and rose to a Lead Data Analyst.

ACADEMIC FORTE

- Post Graduate Program in Data Science – Purdue University (Certified)
- B.A. (Hons.) in History – Magadh University
- Diploma in Spanish (B2 Level) – Magadh University

Training & Certifications:

- Certified Power BI Associate (PL-300)
- Certified Agile Scrum Master (ASM)
- Certified ITIL V3/V4 Practitioner
- IBM Watson for Chatbots
- Data Science Specialization (R, Python, ML, NLP, Tableau)

TECHNICAL PROFICIENCY

Well-versed with

- Programming: Python, Pandas, NumPy, Scikit-learn, SQL, VBA, MS Copilot
- Analytics & Visualization: Power BI, Tableau, Excel, Jupyter Notebook
- Automation Tools: Ansible, ServiceNow,

Kyndryl AIOps, Jira, Netcool

- Databases: Oracle R12/11, SQL Server
- Methodologies: Agile, ITIL, Data Modeling, ETL Pipelines

Advice for Contacting: I'm always open to conversation, networking with like-minded professionals, or discussing future prospects. Connect with me on LinkedIn or contact me at jeetubodhgaya@gmail.com