

Ketki Joshi

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RELEVANT WORK EXPERIENCE

9fin

United Kingdom

Data Operations Analyst

May 2024 - Jan 2026

- Spearheaded real-time news and debt coverage operations through various sources for ~5,000 company profiles across the US/EU/LATAM, streamlining news deduplication and company-matching workflows to cut news turnaround time by 32%.
- Led the delivery of the web crawler automation programme using HTML and JavaScript, coordinating a cross-functional team to automate data ingestion and processing for ~1,500 companies, reducing operational costs by £150,000 annually.
- Developed and standardised a Quality Assurance framework, implementing KPI dashboards in Notion with robust error-tracking and quality controls that drove customer satisfaction within six months.

Fresh Gravity

India

Quality Analyst

Jul 2021 - Aug 2022

- Delivered end-to-end software QA across the full SDLC for MDM platforms (Reltio, Informatica) within the Client Success team serving First Tech and Sanofi, executing regression, integration, system, and UAT testing to validate data quality and maintain pipeline integrity throughout delivery cycles.
- Conducted defect identification, logging, and fix verification through Jira and qTest; prioritising backlogs; coordinating resolutions with Development and Product; and consistently meeting SLA targets across both programmes.
- Collaborated with cross-functional US teams to translate stakeholder requirements into structured test plans and validation frameworks, applying Agile and MDM methodologies to strengthen data governance.

EDUCATION

M.Sc. Business Analytics (2:1) – Queen's University Belfast, United Kingdom

B.E. Information Technology (CGPA 7.3/10) – Shri Ramdeobaba College of Engineering, India

SKILLS

- **Programming & Databases:** Python, SQL, PostgreSQL, MS Excel, MS Access, Pandas, NumPy.
- **Machine Learning:** Predictive Modelling, Classification (Decision Trees, Random Forest), Clustering (K-Means), Statistical Analysis.
- **Operations & Data Quality:** Workflow Optimisation, Automation, Capacity Planning, QA Frameworks, Data Validation, Root Cause Analysis, Process Mapping, Operational Documentation.
- **Tools & Platforms:** Bloomberg Terminal, Jira, qTest, Notion, Monday.com, Tableau, Slack, MS PowerPoint, MS Word, Miro.

PROJECT EXPERIENCE

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United Kingdom

Predictive Capacity Planning Model

- Independently built a capacity planning model using three years of historical workflow data, engineering features from earnings calendars, financial reporting cycles, and investor relations activity across ~5,000 EU/US company profiles to forecast volume spikes and drive data-driven rota planning via time-series regression (scikit-learn), delivering £90,000 in annual cost savings.

Queen's University Belfast

United Kingdom

Dissertation: Fake Job Detection

- Built a binary classification pipeline to detect fraudulent job postings, applying SMOTE oversampling to handle class imbalance and comparing Logistic Regression, Naive Bayes, and Random Forest models, achieving 98.2% accuracy with Random Forest. Incorporated TF-IDF and sentiment analysis for text feature extraction, with results visualised using Matplotlib and Power BI.

CERTIFICATIONS

- British Airways Data Science Job Simulation (Forage)

OTHER WORK EXPERIENCE

Nando's

United Kingdom

Crew Member (Part-Time)

Mar 2023 - Apr 2024