AAYUSH YAGOL

Email: aayushyagol11@gmail.com | **Phone**: 0433643363 | **Location**: Canberra,ACT
Portfolio: aayushyagol.com | **LinkedIn** | **GitHub**

PROFESSIONAL SUMMARY

Analytical Business Analyst with over 7 years of experience specialising in digital transformation, process optimisation, and strategic decision-making. Currently a Claims Advisor at Suncorp, leveraging insurance domain expertise to identify process trends and ensure regulatory compliance within a high-governance environment. Expert in translating complex business requirements into functional requirements and actionable digital solutions. Proven track record in building robust data frameworks and visual narratives that drive organisational capability.

CORE COMPETENCIES

- **Business Analysis**: Requirement gathering, process mapping (AS-IS/TO-BE), user stories, and gap analysis.
- **Digital Transformation**: Implementation of automated workflows, system refactoring, and digital readiness assessments.
- **Technical Stack**: SQL, Python (Pandas), Tableau, Power BI, Databricks, and Excel.
- **Stakeholder Engagement**: Facilitating workshops, co-design sessions, and technical-to-business storytelling.
- **Governance & Workflow**: Agile/Scrum delivery, data integrity, and version control (Git).

FEATURED PROJECTS

Predictive Claims Liability Model: Insurance Risk Oversight

- Designed a predictive dashboard leveraging a Tweedie Regressor on 670k+ policies to forecast insurance liability.
- Optimised reserves and risk oversight for complex portfolios by translating technical modelling into actionable business insights.

Data Warehouse and Analytics Project

- Developed an end-to-end SQL Server data warehouse solution, including robust ETL pipelines and data modelling.
- Delivered interactive BI dashboards that showcased business performance metrics, improving stakeholder visibility into operational efficiency.

HR Analytics Dashboard

- Built a comprehensive HR dashboard using Tableau and Python to visualise workforce demographics and salary trends.
- Identified performance patterns and employee insights, providing a data-driven foundation for organisational development and workforce planning.

PROFESSIONAL EXPERIENCE

Claims Advisor | Suncorp Group *Canberra, ACT | Dec 2024 – Present*

- Manage a complex portfolio of insurance claims, utilising analytical frameworks to ensure efficient processing and identify return-to-work trends.
- Collaborate with medical professionals, brokers, and employers to translate complex case data into tailored, actionable recovery plans.
- Maintain high standards of case documentation and data profiling in alignment with Suncorp risk frameworks and legal policies.

Sales & Customer Service Advisor | 4WD Supacentre *Canberra, ACT | Apr 2023 – Dec 2024*

- Monitored recurring customer feedback to identify friction points in the claims process, initiating enhancements to internal communication templates.
- Executed rigorous verification of warranty claim documentation to ensure 100% compliance with audit requirements.

Senior Branding and Product Designer | Accountability Lab *Kathmandu, Nepal | Aug 2018 – Jan 2023*

- Led cross-functional teams and provided mentorship to junior staff, uplifting technical quality and ensuring adherence to enterprise standards.
- Partnered with program teams to translate campaign goals into visual assets and digital guidelines.

EDUCATION & CERTIFICATIONS

- **Master of Information Technology**, Wentworth Institute of Higher Education
- **B.Sc. (Hons.) Computing**, London Metropolitan University
- **Databricks Fundamentals**, Databricks (2026)
- **IBM Data Analyst Professional Certificate**, Coursera (2025)
- **Applied Scrum for Agile Project Management**, University of Maryland