

JYOTIKA DUA

Senior Business Systems Analyst · FP&A · Capital Portfolio Governance

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PROFESSIONAL SUMMARY

Senior business systems analyst and FP&A professional with nearly 30 years across financial planning & analysis, enterprise systems, and multi-site operations leadership. Owns variance analysis, capital planning and forecasting, financial modeling, and management reporting for a \$200M+ utility capital portfolio, and provides governance oversight across Finance, Procurement, Property Accounting, Project Management, and IT. Known for turning complex financial and operational processes into clear, documented, repeatable systems — and for building the consensus that moves decisions forward in highly regulated environments.

CORE COMPETENCIES

FP&A Variance analysis (budget vs. actuals) · Capital planning & forecasting · Financial modeling & scenario analysis · Management reporting · Cost tracking to plan · Month- & quarter-end close support

Systems & Portfolio IT capital portfolio governance · Business process improvement · Process documentation & controls · Accruals, WBS & work orders · Data analysis · Reconciliation support

Leadership Cross-functional execution · Stakeholder management · Consensus building · Training & knowledge transfer · Change management · Team leadership

TOOLS & CERTIFICATIONS

Tools ServiceNow · SAP · Ariba · Power BI · Microsoft Excel (advanced)

Certifications CAPM (Certified Associate in Project Management), 2025 · ITIL Foundation

PROFESSIONAL EXPERIENCE

PUGET SOUND ENERGY Bellevue, WA

Senior IT Business Systems Analyst

2016 – Present

Promoted through progressive roles supporting IT governance, capital portfolio operations, financial reporting support, and organizational effectiveness.

Financial Planning & Analysis

- **Variance analysis** — lead variance analysis across the \$200M+ portfolio — budget vs. actuals — and explain the drivers behind the numbers to finance and leadership.
- **Capital planning** — support capital planning and forecasting of capital spend across the portfolio, and track cost to plan throughout the year.
- **Modeling & close** — build financial models and scenario analyses, and manage accruals and month- and quarter-end close support.
- **Management reporting** — design the management reports and dashboards leadership relies on to make capital decisions.

Capital Portfolio Governance & Operations

- **Portfolio support** — provide governance oversight and operational support for a \$200M+ utility IT capital portfolio, strengthening compliance, accountability, and effective business execution.
- **Cross-functional** — partner closely with Finance, Procurement, Property Accounting, Project Management, and operational stakeholders to keep capital reporting, accruals, and work-order processes accurate and auditable.
- **Issue resolution** — lead investigations and root-cause analysis on financial, operational, governance, and process issues, then drive the corrective actions that close them.

Process Improvement & Systems

- **Controls & documentation** — developed governance controls, procedures, and process documentation that improved operational consistency and compliance with established processes.
- **Knowledge systems** — built a centralized project governance and training resource library, improving organizational knowledge, consistency, and process adherence.
- **Reporting** — partnered with leadership to improve reporting, visibility, compliance monitoring, and process efficiency across business units.

Stakeholder Leadership

- **Advisory** — serve as a subject-matter expert and trusted advisor on governance, operational processes, and compliance matters.
- **Consensus** — build consensus among stakeholders with competing priorities, facilitating complex discussions that help teams reach effective business decisions.

HEALTHCARE SERVICES ORGANIZATION Greater Seattle Area

Operations Manager

2006 – 2016

Multi-Site Operations Leadership

- **Scope** — directed daily operations across three service locations in a specialized, highly regulated healthcare environment.
- **People** — managed hiring, staffing, scheduling, performance management, coaching, corrective action, and succession planning across all three sites.
- **Service delivery** — led teams delivering critical services while maintaining compliance, safety, quality, and customer-service standards.

Compliance, Risk & Improvement

- **Compliance** — maintained compliance with regulatory, operational, and safety requirements; investigated issues and implemented corrective actions that reduced risk.
- **Improvement** — led teams through process improvements and organizational-change initiatives, developing and enforcing operational procedures and performance standards.
- **Team development** — built high-performing teams through coaching, mentoring, and accountability, fostering a culture of continuous improvement and service excellence.

SUPPORTING EXPERIENCE

Founder & Operator — House of Jyo / Rainier Country

Ongoing

- **Ventures** — founded and operate two independent ventures (digital products and a Pacific Northwest lifestyle brand), currently in active development with early sales at community markets and events.
- **Product systems** — design systems-based products — operating templates, planners, and financial dashboards — applying the same process and governance discipline used in enterprise work.

Real Estate Investor — Family LLC

Ongoing

- **Asset operations** — manage rental-property operations, renovation planning, and contractor coordination, working alongside insurance, legal, financial, and real-estate professionals.

EARLIER EXPERIENCE

Operations, analysis, and technical-support roles that built the foundation for later systems work (1997–2006).

- **Operations Assistant, Warehouse Demo Services (Kirkland, WA)** — supported the operations coordinator for the NW division of the contractor running in-warehouse product demonstrations; helped coordinate vendors, schedule demos to avoid conflicting product types, analyze high-traffic days and units demoed versus foot traffic versus units purchased, and wrote demo scripts and sample-prep instructions.
- **Technical Support Representative, Authorize.Net** — provided technical support to e-commerce merchants resolving payment-gateway issues for a major online payment provider.
- **Member Service Representative, BECU** — supported credit-union members in a high-volume call-center environment.

EDUCATION & PROFESSIONAL DEVELOPMENT

Project Management Certificate — Cornell University (eCornell)

2021

Bachelor of Applied Science (BAS)