

MEGHANA MAKKENA

+91 9704639519 | meghanamakkena970@gmail.com | Bangalore

PROFESSIONAL SUMMARY

Business Analyst with nearly 2 years of experience in enabling data driven decision making for customers in the finance industry through statistics-based analytical services and one year of experience in production support.

SKILLS

Programming	SQL, Python
Tools and Technologies	AWS, Service Now Microsoft Power point, Microsoft Excel
Statistical Techniques	Liner and logistics regression, time series analysis, decision tree, random forest

ROLES AND RESPONSIBILITIES

- Understanding requirements from business stakeholders (customers) to build unique and customized solutions using math, business and technology
- Leading a team of 3 analysts in performing data analysis by aligning their ideas to the broad outcome of the project, providing guidance, creating timelines and ensuring quality of delivery
- Aligning on progress and next steps in delivery with US clients through calls, video conferences, power-point presentations and workshops
- Developing predictive models using time series, regression and machine learning techniques in python and Excel as well as creating dashboards and presentations that aid decision making and consumption of results

PROFESSIONAL EXPERIENCE

Tata Consultancy Services (TCS) :

Jan 2017 – Present

Production support: Responsible for production support of Customer Transaction management (CTM) application.

- Monitored the application using the splunk dashboards and Tibco CSL tool
- Resolved various critical incidents which were impacting the client's business within SLA
- Played a major part migrating the Cherwell ticketing tool to Service Now

Fraud Detection and AML: Designed a model for anomaly detection for credit card fraud transactions

- Determining the classifiers, and decide the one with higher accuracy
- Creating a Neural Network to compare the accuracy to the best classifier.
- Designed MS excel dashboard reports for managers to Visualize the areas of improvement

EDUCATIONAL QUALIFICATION

Qualification	Institute	Year of passing	Percentage/GPA
B.tech	GITAM University	2016	8.24
12th	Narayana college	2012	92.2%
10th	Narayana Olympiad	2010	89.5