**MEGHANA MAKKENA**

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**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**

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| **Programming** | SQL, Python |
| **Tools and Technologies** | AWS**,** Service NowMicrosoft 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**

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| **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 |