

NAVINA M

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Professional Summary

Results-driven Investigation Associate with a proven track record in resolving complex cases and surpassing performance metrics. Proficient in data analysis, storytelling, and leveraging tools like Power BI and SQL to drive business outcomes and enhance operational efficiency. Recognized for delivering exceptional results in high-pressure environments.

Skills

Database Management: SQL, Data Warehousing

Data Analysis & Visualization: MS Excel (Pivot Tables, VLOOKUP), Tableau, PowerBI, ETL Processes

Programming: Python, HTML/CSS

Communication & Data Storytelling: Presenting complex insights clearly and in an actionable manner to stakeholders.

Key Skills: Data manipulation & cleaning, Data Wrangling, Statistical analysis & reporting, Predictive Modeling, Machine Learning, A/B Testing, Business Analysis

Work Experience

Investigation Associate | Amazon (A FAANG Company), Chennai

Mar 2024 – Present

- **Advanced to Guided Work Flow (GWF)** in 6 months by leveraging **strong decision-making** skills to manage cases holistically. Promoted from High & Low/Medium Complexity Photon OTC (One Touch Claims), recognized for **excellence in problem-solving** and **workflow optimization**.
- **Enhanced team efficiency by 24.91%** through process improvements, resolving an average of 6,000+ Units of Work (UoW) monthly, with a peak of 8,342 UoW achieved.
- **Reduced Average Handling Time (AHT) variance by 21.5%**, consistently exceeding targets with weekly improvements up to 39%.

Internship Experiences

Data Science Intern | *Combined Internship Experience*

Aug 2023 – Mar 2024

- Engineered a **Movie Recommender** using cosine similarity, achieving **85%** accuracy and enhancing user engagement.
- Designed a predictive model for advertising that **forecasted sales** with **92.5%** accuracy, boosting marketing efficiency.

Data Analyst Intern | *Combined Internship Experience*

Oct 2023 – Dec 2023

- Evaluated **254,000+** pharmaceutical entries using Power BI, generating insights that optimized sales & reduced costs.
- Created data visualization techniques to **emphasize 15 key product categories**, improving targeted sales strategies.

Achievements

Super Star Trainee: Selected as the **"Most Promising Trainee"** by Amazon's trainer. Earned the award by passing both the final and interim assessments on the first attempt, maintaining **100%** attendance, mastering key training concepts, and actively contributing to discussions throughout the training period.

Personal Project

Bank loan data analysis – *GitHub* | *PowerBI*

- Analyzed **38,000+** loan records across **24 attributes** using SQL and Power BI, developing **15+ KPIs** to support data-driven decision-making.
- Enhanced **30+ DAX formulas & SQL queries**, reducing processing time by **20%** and improving decision-making efficiency with **20+ visualizations**.

Certifications & Courseworks

- Google Data Analytics – *Coursera*
- Data Analytics Essentials – *Cisco*
- Python with AI – *ISoft*
- Applied Data Science with Python – *IBM*
- SQL & Relational Databases – *IBM*
- Machine Learning with Python – *IBM*

Education

College of Engineering Guindy - Anna University

Aug 2017 – Apr 2021

Bachelor of Engineering in Electronics & Communication Engineering - First Class (CGPA: 7.47)

Chennai, TamilNadu

Sri Vidya Mandir Matric Higher Secondary School

2015 – 2017

HSC - 97.42% | SSLC - 98.8%

Salem, TamilNadu