

# NAVINA M

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## Professional Summary

Results-driven Investigation Associate with expertise in resolving complex claims, improving operational efficiency, and exceeding performance metrics. Skilled in SQL, Tableau, and data storytelling to drive data-driven decisions. Adept at thriving in high-pressure environments, with continuous skill development through platforms like LeetCode and HackerRank.

## Skills

**Database Management:** SQL (Skilled in complex queries, joins, subqueries, & optimization, with 100+ problems solved)  
**Data Analysis & Visualization:** MS Excel, Tableau, PowerBI  
**Programming:** Python, HTML/CSS  
**Communication & Data Storytelling:** Presenting complex insights clearly and in an actionable manner to stakeholders.  
**Key Skills:** Data Wrangling & Cleaning, Statistical Analysis & Reporting, Feature Engineering, Data Manipulation, Predictive Modeling, Machine Learning, A/B Testing, Business Analysis.

## Work Experience

**Investigation Associate** | Amazon, Chennai **Mar 2024 – Present**

- Enhance operational efficiency by transitioning to Guided Work Flow (GWF) from Low/Medium and High Complexity Photon, managing **1200+ cases/month** across UK, US, & CA, achieving up to **45%** improvement in resolution rates.
- Ensure adherence to Customer Trust and Partner Support (CTPS) SOPs, while maintaining confidentiality and case continuity with **accurate annotations** and **clear communication**.
- Achieve **100% Decision Quality (DQ)** by leveraging **data-driven decision-making** and **problem-solving** skills, resolving complex risk investigations and **surpassing performance targets by 30.56%**.
- Resolved **25,000+ Units of Work (UoW)** by identifying emerging fraud patterns and optimizing workflows, reducing AHT variance by **28.71%**, and **driving up to 62% weekly performance gains** through effective time management.

## Internship Experiences

**Data Science Intern** | *Combined Internship Experience* **Aug 2023 – Mar 2024**

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

**Data Analyst Intern** | *Combined Internship Experience* **Oct 2023 – Dec 2023**

- Analyzed over **254,000** pharmaceutical entries with Power BI, driving sales optimization and cost reduction.
- Designed data visualizations highlighting **15 key product categories**, improving targeted sales strategies.

## Achievements

**Super Star Trainee:** Honored as Amazon's "Most Promising Trainee" for 100% attendance, excelling in assessments on the first attempt, and demonstrating **mastery of key training concepts** through **active participation**.

## Personal Project

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

- Conducted an analysis of **38,000+** loan records across **24 attributes** using SQL and Power BI, establishing **15+ KPIs** to facilitate informed decision-making.
- Optimized **30+ DAX formulas & SQL queries**, achieving a **20%** reduction in processing time and enhancing data visualization effectiveness with **20+ reports**.

## Certifications & Courseworks

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|--|---|
| • Google Data Analytics – <i>Coursera</i>  | • Applied Data Science with Python – <i>IBM</i> |
| • Data Analytics Essentials – <i>Cisco</i> | • SQL & Relational Databases – <i>IBM</i>       |
| • Python with AI – <i>ISoft</i>            | • Machine Learning with Python – <i>IBM</i>     |

## Education

**College of Engineering Guindy - Anna University** **Aug 2017 – Apr 2021**  
*Bachelor of Engineering in Electronics & Communication Engineering - First Class* *Chennai, TamilNadu*

**Sri Vidya Mandir Matric Higher Secondary School** **2015 – 2017**  
*HSC - 97.42% | SSLC - 98.8%* *Salem, TamilNadu*