NAVINA M

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Professional Summary

Results-driven Investigation Associate in Risk Management with a proven track record in resolving complex claims and exceeding performance metrics. Skilled in data analysis, storytelling, and tools like Power BI and SQL to drive business outcomes. Adept at decision-making and thriving in high-pressure environments, consistently delivering impactful results.

Skills

Database Management: SQL
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, Statistical Analysis & Reporting, Data Manipulation & Cleaning, Predictive Modeling, Machine Learning, A/B Testing, Business Analysis.

Work Experience

Investigation Associate | Amazon (A FAANG Company), Chennai   **Mar 2024 – Present**

- Enhanced efficiency by **24.91%** through progression to Guided Work Flow (GWF) from Low/Medium and High Complexity Photon, ensuring success across teams and MPs (UK, US, CA) through strong decision-making skills.
- Achieved a **13.2%** reduction in AHT and exceeded resolution targets by **15.3%**, resolving an average of **1,500+** cases monthly in GWF, while maintaining high Decision Quality (DQ).
- Reduced AHT variance by **24.22%** and resolved over **6,000** Units of Work (UoW) monthly in Photon, driving up to **61%** weekly performance gains through problem-solving and workflow optimization.

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 the **"Most Promising Trainee"** at Amazon, selected as the top candidate among peers for achieving 100% attendance, passing both final and interim assessments on the first attempt, and demonstrating mastery of key training concepts through active contributions in discussions.

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

- 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*