

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** and **data visualization** to drive data-driven decisions and enhance case resolution. Adept at identifying fraudulent patterns and optimizing workflows through strategic analysis and process improvements. Proven ability to thrive in high-pressure environments.

Skills

Database Management: SQL (Complex queries, joins, subqueries, and window functions; solved 100+ problems)
Data Analysis & Visualization: Tableau, MS Excel, PowerBI
Programming: Python (Pandas, NumPy), 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**

- Transitioned to **Guided Work Flow (GWF)** from Low/Medium and High Complexity Photon in OTC (One Touch Claims), managing **1200+ cases/month** across UK, US, and CA markets.
- Resolve **26,000+ cases** (Photon and GWF), surpassing GWF targets by **23.78%** and Photon targets by **25.92%**.
- Leverage **SQL** and **10+ internal tools** to analyze case data, identify fraudulent activity, and **uncover patterns and trends**, improving **decision-making** and operational efficiency.
- Optimize resolution time by reducing AHT variance by **19.56%** through **strategic time management** and **detailed annotations** while **maintaining 100% Decision Quality (DQ)** through SOP adherence.

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> | • Data Analytics Essentials – <i>Cisco</i> |
| • SQL & Relational Databases – <i>IBM</i> | • Applied Data Science with Python – <i>IBM</i> |
| • Think SQL – <i>NamasteSQL</i> | • Python with AI – <i>ISoft</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*