Navina M

Salem, TN | 9092278124 | murukavikabhinavi@gmail.com
LinkedIn: navina-murugadas2000 | **Github**: Navina-Murugadas | **Portfolio**: navina-murugadas.github.io/Portfolio/

Professional Summary

Results-driven Investigation Associate in Risk Management with a strong track record in complex claims resolution and exceeding performance metrics. Proficient in data analysis, storytelling, and tools like Power BI and SQL to drive business outcomes and 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**

- **Enhanced team efficiency by 24.91%** through advancement from Low/Medium to High Complexity Photon and progression to Guided Work Flow (GWF), managing complex cases end-to-end using data-driven decision-making.
- **Reduced AHT variance by 24.22%** through comprehensive analysis of operational metrics and the implementation of process improvements, resulting in **weekly performance gains of up to 61%**.
- **Resolved over 6,000 Units of Work (UoW) monthly** monthly by applying effective problem-solving techniques and optimizing workflows, driving improved operational efficiency.

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*