Navina M

Amazon Professional Transitioning into Data Analytics

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PROFESSIONAL SUMMARY

Analytical professional with 1.5 years at Amazon in **investigations** & **risk management**. Skilled in **SQL**, **Power BI**, **Python**, **Tableau**, **Excel**, and **Snowflake**. Achieved **100% accuracy in product-quality review**s and **99.5% claims precision**. Built portfolio projects with **ETL pipelines**, **Snowflake schemas**, and **dashboards** analyzing millions of records to deliver actionable insights.

SKILLS

Analytics & Visualization: Power BI (Data Modeling, DAX, Power Query, Service), Tableau, Advanced Excel
Programming & Databases: SQL, Python (Pandas, NumPy), Amazon S3, Snowflake
Data Engineering & Modeling: ETL Pipelines, Schema Design (Star/Snowflake), Fact-Dimension Modeling
Domain Expertise: Fraud Detection, Risk Management, Compliance, Workflow Optimization
Core Skills: Data Cleaning, Data Storytelling, Stakeholder Management, Statistical Analysis

EXPERIENCE

Amazon – Hyderabad (Remote) | Investigation Associate   Mar 2024 – Present
Product Quality (PQ)   May 2025 – Present
- Investigate **12K+ cases monthly** across copyright, trademark, and infringement to uphold Amazon product quality standards, collaborating with global stakeholders to ensure compliance.
- Achieve **100% decision quality** by adhering to custom review workflows and policy guidelines.

One Touch Claims (OTC)   Mar 2024 – May 2025
- Resolved **36,500+ claims** across Photon & GWF with **99.5% decision quality**, outperforming benchmarks by 15%.
- Identified **fraud trends, anomalies, and risk patterns** through data analysis; produced **detailed annotations** aligned with Amazon CTPS SOPs.
- Awarded **"Super Star Trainee"** for exceptional performance and SOP adherence.

PROJECTS

Yelp Business Reviews | End-to-End Analytics (Python, S3, Snowflake, SQL, Power BI) | Power BI | GitHub
- Processed **6.99M reviews from 150K businesses** with Python + Snowflake sentiment analysis.
- Designed a **Snowflake schema** with bridge tables to handle many-to-many business–category mapping.
- Built **Power BI dashboards** with slicers, Top-N filtering, and sentiment insights.
- Executed **SQL-based analysi**s to derive insights and validated Power BI measures to ensure data accuracy.

Insurance Data Analysis | Power BI | GitHub
- Designed dashboards analyzing **293.5K+ insurance policy records** across regions, customers, and claims.
- Implemented **data modeling + DAX measures** for premium trends, claim ratios, and customer demographics.
- Ensured **SQL validation** for accuracy.

Superstores Sales Analysis | Tableau | GitHub
- Analyzed **10,000+ transactions** to deliver sales, profit, and regional insights.
- Created **40+ calculated fields, LODs, filters, and parameters** for advanced metrics.
- Built **interactive dashboards** for segment analysis, category performance, and geographical trends.

Apple Store Sales Dashboard | Excel | GitHub
- Analyzed **10K+ product sales** across stores using dynamic Excel dashboards.
- Built **Pivot Tables, Charts, and Interactive Slicers** to track revenue, product line, and KPIs.

INTERNSHIPS

Data Science & Data Analyst Intern | Remote | Python, SQL, Machine Learning   Oct 2023 – Mar 2024
- Built a **content-based recommender system** (cosine similarity) for personalized movie suggestions.
- Developed a **regression model with feature engineering** for optimized laptop pricing.

ADDITIONAL EXPERIENCE

Deloitte Australia – Data Analytics Job Simulation (Forage)   Apr 2025
- Completed Deloitte's virtual job simulation in **data analysis and forensic technology**, delivering insights through **Tableau dashboards** and **Excel**-based trend classification.

EDUCATION

College of Engineering, Guindy – Anna University, Chennai, Tamil Nadu   Aug 2017 – Apr 2021
B.E., Electronics & Communication Engineering — First Class