

# NAVINA M

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## Professional Summary

Results-driven Investigation Associate with expertise in resolving complex claims, enhancing operational performance, and exceeding metrics. Skilled in **SQL** and **data visualization** to drive data-driven decisions and improve case resolution. Adept at identifying fraud patterns and optimizing workflows through strategic analysis while maintaining accuracy.

## 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, Data Manipulation, 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 **1,200+ cases/month** across UK, US, and CA markets to improve case-handling accuracy.
- Resolved **26,000+ cases** (Photon and GWF), surpassing Photon targets by **25.66%** and GWF targets by **13.68%** through **advanced case analysis**, process improvements, and **enhanced decision-making**.
- Leverage **SQL** and **10+ internal tools** to analyze case data, **detect fraud patterns and trends**, and strengthen **risk assessment**, improving decision accuracy and **reducing AHT variance by 11.05%**.
- Optimize resolution time and **increase weekly resolution rates by 40.97%** through strategic time management and detailed annotations, while **maintaining 100% Decision Quality (DQ)**.
- Achieved 107.77% of aggregate goals** and received the exclusive **"Super Star Trainee"** recognition through the Phonetool Award for demonstrating an exceptional grasp of key concepts and being a **key contributor to discussions**, recognized as the **Most Promising Trainee for outstanding performance**.

## 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.

## 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

- Coursera** – Google Data Analytics
- NamasteSQL** – Think SQL, Tableau For Data Analytics
- Cisco** – Data Analytics Essentials, Introduction to Data Science
- IBM** – SQL & Relational Databases, Machine Learning with Python, Applied Data Science with Python

## 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*