

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, Tableau, and data storytelling to drive data-driven decisions. Adept at thriving in high-pressure environments, with continuous skill development through platforms like LeetCode and HackerRank.

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, Chennai **Mar 2024 – Present**

- Enhanced operational efficiency by transitioning to Guided Work Flow (GWF) from Low/Medium and High Complexity Photon, managing **1000+ cases/month** across UK, US, CA, achieving up to **45% improvement** in resolution rates, while ensuring strict adherence to Customer Trust and Partner Support (CTPS) SOPs and maintaining confidentiality.
- Achieved **100% Decision Quality (DQ)** by leveraging data-driven decision-making and problem-solving skills, resolving complex risk investigations, surpassing performance targets by **30.56%**, and maintaining case continuity with **accurate annotations** and **effective communication**.
- Resolved **25,000+ Units of Work (UoW)** by identifying emerging fraud patterns and optimizing workflows, resulting in AHT variance reduction by **28.71%**, driving **up to 61% weekly performance gains**.

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

- 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 *Chennai, TamilNadu*

Sri Vidya Mandir Matric Higher Secondary School **2015 – 2017**
HSC - 97.42% | SSLC - 98.8% *Salem, TamilNadu*