

SARAH TABASSUM

sarahtabassum057@gmail.com | +1 (510)-714-5424 | [LinkedIn](#) | [Git Hub](#)

SUMMARY

Business Analyst with strong experience in fraud detection, risk workflows, and data-driven analysis across financial, AI-enabled, and compliance-focused systems. Skilled in writing BRDs, FSDs, process flows, and rule logic with hands-on experience in SQL, data profiling, workflow design, and UAT. Adept at collaborating with compliance, risk, and technology teams to implement fraud management solutions, enhance detection accuracy, and support SDLC delivery in Agile environments.

SKILLS

Fraud & Risk Analysis: Fraud Detection Workflows, Risk Scoring, Case Management, Alerts Review, Rule Testing & Tuning, Data Profiling, Compliance Reporting

Business Analysis: BRD, FSD, RTM, User Stories, Functional Specifications, Process Flows, Requirements Elicitation, Data Mapping, UI/UX Documentation

Data & SQL: SQL (Joins, Complex Queries, Rule Validation Queries), Data Analysis, Data Profiling, Data Validation, Source-to-Target Mapping

Tools & Workflow Platforms: Power BI, Lucidchart, Visio, Jira, Confluence, ServiceNow, n8n Workflow Automation

Methodologies: Agile Scrum, SDLC, UAT Planning & Execution, Test Case Design, QA Collaboration

Other Tools: Python (Pandas/NumPy), Excel (Pivot Tables, Advanced Formulas), Azure DevOps, Git, Miro, Figma

EXPERIENCES

you

PamTen Inc.

Remote, USA

Business Analyst

January 2025 - Present

- Led requirements gathering with business, compliance, and risk teams for an AI-enabled fraud detection and identity verification platform, producing BRDs, FSDs, data mapping documents, and process flows aligned to fraud management policies.
- Designed end-to-end fraud workflows, alerts, scoring logic, and case-handling processes in Lucidchart and Visio, improving fraud detection accuracy by 25% and reducing manual investigations by 35%.
- Conducted data profiling and SQL-based validation to support fraud rule configurations, identify anomalies, and ensure correct data flow across modules.
- Developed n8n workflow automation to orchestrate multi-step fraud checks, rule-based triggers, and data verifications, improving workflow reliability and reducing false positives.
- Collaborated with engineering teams on solution design, API configuration, and rule logic translation, ensuring accurate implementation of business and compliance requirements.
- Directed UAT cycles by creating test scripts, test cases, and validation scenarios, ensuring 100% sign-off for fraud detection and ATS components.
- Built Power BI dashboards for fraud-risk KPIs, alert volumes, and performance trends, increasing visibility for compliance and leadership teams by 40%.

Amazon Development Center

Hyderabad, India

Business Analyst

June 2022 - September 2023

- Analyzed customer behavior, support workflows, and escalation patterns using SQL and data analysis, identifying anomalies and high-risk transaction patterns that improved issue resolution accuracy by 22%.
- Created rule-based logic, user stories, and acceptance criteria for workflow enhancements and compliance-driven process improvements.
- Built dashboards to monitor SLA adherence, escalation risks, and defect trends, reducing manual data consolidation effort by 35% and improving detection of recurring patterns.
- Conducted root-cause analysis and collaborated with engineering teams to enhance system logic, reducing repeat issues by 18% and improving platform reliability.
- Supported UAT by designing test cases, validation scripts, and traceability matrices for process and rule changes impacting customer security.

Technical Support Associate

September 2021 - June 2022

- Delivered Tier-1 and Tier-2 technical support for global customers, ensuring SLA adherence, accuracy, and high-quality

resolution across account, transaction, and platform-related issues.

- Analyzed support trends and metrics using SQL and Excel, implementing workflow adjustments that reduced escalation volume by 12% and repeat issues by 20%.
- Standardized SOPs, FAQs, and troubleshooting guides to improve response consistency, reducing onboarding time for new associates by 20% and enhancing customer satisfaction scores.
- Collaborated with engineering teams to document and validate system defects in Jira and ServiceNow, accelerating bug fix turnaround by 18% and improving platform stability.

Synchrony Financial

Hyderabad, India

Technical Support - Process Analyst

September 2020 - September 2021

- Analyzed transactional and user behavior patterns using Excel and SQL to identify anomalies, recurring defects, and early indicators of risk, reducing repeated incidents by 22%.
- Documented SOPs, escalation rules, and risk-handling workflows, strengthening compliance with PCI DSS and internal audit requirements.
- Collaborated with risk, IT, and QA teams to validate system logic and defects in ServiceNow and Jira, ensuring regulatory alignment and timely remediation.
- Provided insights for targeted training and control improvements that enhanced first-contact resolution rates by 18% and improved fraud-related service accuracy.

Ardra Design Studio

Hyderabad, India

Software Developer

June 2019 - August 2020

- Automated internal workflows by designing rule-driven applications supported by SQL-based validations and process mapping, improving operational efficiency by 30%.
- Developed modular components and executed API/testing workflows that strengthened data integrity and reduced development time by 25%.

EDUCATION

Master of Science, Business Analytics

December 2024

University of New Haven

Connecticut

Relevant Coursework: Data Analytics, Business Intelligence, Marketing Analytics, Predictive Analytics, Database Management, Data Visualization

Bachelor of Engineering in Computer Science

May 2019

Mewar University

India

PROJECTS

AI-Enabled Staffing Portal | PamTen

May 2025 - Present

- Conducted end-to-end business and data analysis across 10+ hiring modules, improving process transparency and reducing manual screening effort by 35%.
- Led backlog refinement, sprint planning, and UAT preparation to strengthen requirement clarity and accelerate stakeholder adoption across product and engineering teams.
- Designed reporting workflows and executive dashboards that enhanced decision visibility by 40% and aligned technical delivery with business goals.

Tools: Power BI, Azure DevOps, SQL, Miro, Excel

Uber Ride Allocation Optimization | University of New Haven

December 2024

- Analyzed historical ride and driver datasets using SQL and data profiling to uncover demand patterns, allocation gaps, and service bottlenecks across regions.
- Applied regression analysis in Python to forecast peak demand periods and optimize driver-rider matching, reducing allocation lag by 12%.
- Communicated insights with data visualizations and recommendations to improve dispatch planning and resource utilization during high-demand windows.

Tools: Python, SQL, Pandas, NumPy, Excel, Power BI