**A blue and white logo

AI-generated content may be incorrect.SQL ASSESSMENT WORKBOOK V3 Step-3: Customer Experience & Risk Management**

**The *EduFin SQL Skill Assessment Workbook* serves as a practical, beginner-friendly resource to strengthen SQL skills in customer analytics, focusing on CASE logic, segmentation, scoring, and interpreting outputs for business impact.**

**Program: Skill AI Path – Data Analyst Pretraining Track  
Module: EduFin Risk Analytics Simulation  
Assessment Type: Skill Validation – SQL Query Writing + Business Understanding  
Prepared For: EduFin Data Analyst Cohort  
Organization: Krishnav Tech | Skill AI Path**

**Objective**

The objective of this session is to enable participants to use SQL as a strategic tool for balancing customer satisfaction with effective risk management. Learners will gain the ability to build advanced customer scoring models, design risk-based segmentation, and implement proactive support systems. They will also learn to monitor model performance, measure customer experience, and optimize conversion funnels through SQL analytics, ensuring a data-driven approach to enhancing both customer trust and business resilience.

# SQL Skill Check Assessment – Pretraining Workbook

## PART A: Query Writing (60 points)

**Question 1 (10 points)**  
Create a progressive KYC completion report showing customers at each verification stage, average completion time per stage, and bottleneck identification with business recommendations.

**Your Answer:**

**Question 2 (10 points)**  
Build a comprehensive customer risk scoring system that combines income stability, payment history, relationship depth, and geographic factors into a single risk profile with personalized product recommendations.

**Your Answer:**

**Question 3 (10 points)**  
Design an early warning system for payment issues that identifies at-risk customers before they default, including risk scores, intervention strategies, and portfolio impact analysis.

**Your Answer:**

**Question 4 (10 points)**  
Create a customer behavioral segmentation analysis that groups customers by engagement patterns, payment behavior, and service usage, with targeted engagement strategies for each segment.

**Your Answer:**

**Question 5 (10 points)**  
Build a customer experience improvement tracking system that measures key metrics over time, identifies trends, and calculates ROI for experience enhancement initiatives.

**Your Answer:**

**Question 6 (10 points)**  
Build a customer experience improvement tracking system that measures key metrics over time, identifies trends, and calculates ROI for experience enhancement initiatives.

**Your Answer:**

## PART B: Multiple Choice Questions (40 points)

**Question 7:**  
Which approach best balances customer experience with risk management?

- A) Minimize all risks regardless of customer impact

- B) Progressive verification with risk-based personalization

- C) One-size-fits-all approach for consistency

- D) Eliminate verification to improve experience

**Answer:**

**Question 8:**  
In early warning systems, what indicates the highest payment risk?

- A) One late payment in 12 months

- B) Multiple partial payments and increasing delays

- C) Customer service contact frequency

- D) High loan amounts only

**Answer:**

**Question 9:**  
What's the primary benefit of behavioral customer segmentation?

- A) Reduces database storage needs

- B) Enables targeted engagement and personalized service

- C) Simplifies reporting requirements

- D) Eliminates need for risk assessment

**Answer:**

**Question 10:**  
In model performance monitoring, what indicates a "false negative" scenario?

- A) Predicted high risk, actual high risk

- B) Predicted low risk, actual high risk

- C) Predicted high risk, actual low risk

- D) Model accuracy above 90%

**Answer:**

**Question 11:**  
Which metric best measures customer experience improvement?

- A) Number of new customers only

- B) Combined satisfaction score, approval time, and retention rate

- C) Total loan portfolio value

- D) System uptime percentage

**Answer:**

**Question 12:**  
What characterizes effective proactive customer support?

- A) Responding to complaints quickly

- B) Identifying and addressing issues before customers experience problems

- C) Offering discounts to all customers

- D) Automating all customer interactions

**Answer:**

**Question 13:**  
In progressive KYC, what determines the verification level required?

- A) Customer's location only

- B) Loan amount requested only

- C) Combined risk assessment and regulatory requirements

- D) Random selection for fairness

**Answer:**

**Question 14:**  
Which data quality issue has the highest business impact?

- A) Missing optional fields

- B) Incorrect income information affecting risk assessment

- C) Formatting inconsistencies

- D) Historical data gaps

**Answer:**

**Question 15:**  
What's the best approach for measuring CX initiative ROI?

- A) Compare costs to revenue increase only

- B) Measure improvement in key metrics plus financial impact

- C) Count number of complaints reduced

- D) Survey customer satisfaction only

**Answer:**

**Question 16:**  
In customer risk profiling, which factor combination provides the most reliable assessment?

- A) Income alone

- B) Payment history alone

- C) Multiple factors including income, payment history, relationship depth, and geographic risk

- D) Credit bureau score only

**Answer:**

## PASSING CRITERIA

* Minimum Score Required: **80 out of 100**
* Query Writing: **At least 48/60**
* MCQ Section: **At least 32/40**
* Time Limit: **90 minutes**
* Retakes Allowed: Unlimited until 80% is achieved

## SKILLS YOU VALIDATE

Upon achieving 80%, you will have demonstrated:

- ✅ Progressive verification system design and optimization

- ✅ Advanced multi-factor customer risk scoring capabilities

- ✅ Proactive customer support system development

- ✅ Model governance and performance monitoring expertise

- ✅ Customer experience measurement and improvement tracking

- ✅ ROI analysis and business impact quantification

- ✅ Behavioral segmentation and targeted engagement strategies

- ✅ Data quality monitoring and anomaly detection

## STUDY RECOMMENDATIONS

1. **Master progressive verification logic** - understand how to balance speed with thoroughness

2. **Practice multi-factor risk scoring** - combine multiple data points into actionable insights

3. **Understand early warning systems** - identify problems before they become critical

4. **Get comfortable with model monitoring** - ensure analytical systems remain accurate over time

5. **Practice ROI calculations** - quantify business impact of customer experience initiatives

**Time Investment:** Allow 7-8 hours for complete mastery before assessment.

© 2025 Skill AI Path. All Rights Reserved.  
Created by: Viresh Gendle | [tech@skillaipath.com](mailto:tech@skillaipath.com) | [skillaipath.com](http://skillaipath.com/)  
Licensed for educational and internal business use.  
Attribution required when sharing. Commercial redistribution prohibited.