

ARHAM NAQVI

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OBJECTIVE & CORE COMPETENCIES

Detailed-oriented Insurance Professional with a **B.Sc. (Honours) in Computer Science (Data Science Specialization)** and **16+ months of frontline claims processing and insurance data validation experience**. Seeking to leverage a unique combination of insurance domain knowledge and technical data expertise to ensure accuracy in policy transactions, data entry, and systems migration tasks as an Underwriting Assistant supporting Intact's Specialty Lines Conversion team.

- **Underwriting:** Data Entry & Validation, Discrepancy Resolution, Policy Documentation, Service Level Agreements (SLAs)
- **Systems & Tools:** Policy Management Systems (CROMS), MS Office Suite (Excel, Word), Google Chrome, SQL, Python
- **Soft Skills:** Attention to Detail, Time Management, Cross-Functional Communication, Adaptability to New Software

PROFESSIONAL EXPERIENCE

Customer Service Agent | Accident Support Services International Ltd. May 2022 – Feb 2023, Aug 2025 - Present

- **Data Entry & Verification:** Execute high-volume data entry for **80+ FNOL files daily**, acting as the first line of defense for data quality. Cross-reference driver statements against physical evidence to verify data accuracy before submission.
- **Discrepancy Resolution:** Successfully flag inconsistencies in claimant statements, police data, and physical evidence to mitigate claims leakage. Possess directly applicable skills in identifying discrepancies during policy systems conversion.
- **Efficiency & Standards:** Maintain strict adherence to productivity targets and quality standards while managing **3+ files** concurrently. Ensure all electronic records in the CROMS system meet legislative and insurer-specific data requirements.
- **Stakeholder Communication:** Liaise with law enforcement, collision team, and the public to validate facts. Explain complex reporting procedures with clarity, ensuring data accuracy and completion for underwriting/claims workflows.

Data Analyst / Research Assistant | Affective Data Science Lab | Ontario Tech University May 2024 – Aug 2024

- **Data Integrity & Cleaning:** Accurately prepared and cleaned **1,440 audio files** in the [RAVDESS](#) speech audio dataset. Demonstrated expert attention to detail while analyzing key acoustic properties, identifying data irregularities, and standardizing formats. Applied standards critical for assessing policy data during a system conversion process.
- **Systems Testing & Tooling:** Developed "[Audiomorph](#)," a Python-based analysis tool, establishing the technical aptitude necessary for assisting underwriting teams with systems testing and performing specialized system functions efficiently.
- **Reporting:** Translated raw data into structured datasets for analysis, ensuring **100% accuracy** in reported findings.

Calculus II Teaching Assistant | Ontario Tech University Jan 2024 - Jun 2024

- **Time Management:** Leveraged **Microsoft Office** for grading, lesson planning, lecture presentation, assignment/quiz formulation, and record management for **100+** students, balancing strict academic deadlines as an active undergraduate.
- **Communication:** Demonstrated strong verbal communication skills by lecturing rooms of 30+ students. Proven written communication skills during student/supervisor correspondence and while providing support on complex assessments.

KEY PROJECTS

Washington Electric Vehicle Market Analysis | Ontario Tech University Apr 2024

- **Data Interpretation:** Conducted exploratory data analysis on **177,000+ records**. Extracted KPIs and market trends demonstrating the ability to interpret large-scale data and generate meaningful reports for business review.

Vision Pong: Physics Simulation & Computer Vision Object Detection | Ontario Tech University Apr 2025

- **Pipeline Management:** Engineered a data pipeline involving the **collection, cleaning, and labeling** of **17,000+** images, achieving **94%+ model accuracy**, while showcasing proficiency in complex software and data repository management.

EDUCATION & CERTIFICATIONS

B.Sc. (Honours) Computer Science (Math Minor, Data Science Specialty) | Ontario Tech University Class of 2025

- **Graduated with Distinction:** CGPA 3.55
- **Core Subjects:** Probability Theory & Statistics, Calculus 1&2, Data Analysis & Mining, Databases (SQL), Numerical Analysis
- **Honors:** Scholarship 2022-2023; President's List (F22, W23, F23, F24); Dean's List (W25)

Databases and SQL for Data Science | IBM Issued Jan 2025

- Proficiency in relational databases provides a strong base for navigating Intact's multi-system underwriting environment.

Member | Insurance Institute of Canada Jan 2026 - Present

- Committed to the CIP program to deepen technical expertise in specialty lines underwriting.