ARHAM NAQVI

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OBJECTIVE & CORE COMPETENCIES

Insurance professional with a B.Sc. (Honours) in Computer Science, a minor in Mathematics, and specialization in Data Science. Leveraging a deep technical background and **16+ months of first notice of loss claims processing experience** to support modern underwriting, risk assessment, fraud detection and claims workflows.

- **Insurance Domain:** FNOL Claims Processing, Liability Awareness, Regulatory Compliance, Data Integrity (CROMS)
- **Languages/Tools:** SQL, Python, R, Excel, Power BI, Microsoft 365, Azure, Jupyter, PostgreSQL, MySQL, VS Code

PROFESSIONAL EXPERIENCE

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

- **Validate first notice of loss collision files**, maintaining **99%+ data integrity** while updating MTO databases via CROMS, supporting downstream actuarial risk assessments and underwriting decisions
- **Mitigate claims leakage** by flagging conflicting collision details to identify potential fraud or liability discrepancies, liaising with law enforcement to verify facts before finalizing reports for insurer workflows
- **Manage high-volume data intake at 80+ daily & 3+ simultaneous collision files**, adhering to strict service level agreements for police and insurers while explaining procedures to claimants with clarity & assertiveness

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

- **Developed** Audiomorph, a Python-based noise injection tool that augments key acoustic properties (frequency, amplitude, and spectral power) under the supervision of Dr. Steven Livingstone
- Conducted **data cleaning, preparation and analysis of 1440 audio files** from the RAVDESS speech audio dataset to learn critical parameters and ensure data integrity for downstream processing/modeling
- Independently learned & applied the mathematics of digital signal processing (Fast Fourier Transform, Complex Analysis)
- *Impact:* Enabled psychoacoustic research investigating human emotional perception under degraded audio conditions

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

- Led tutorials and office hours for **100+ students across 3 sections**
- Demonstrated leadership, public speaking, communication skills, and mastery of complex mathematical concepts while lecturing **rooms of 30+ students** in a high-stakes educational setting
- **Leveraged Microsoft 365** to independently formulate/grade weekly lessons/assessments, collaborate with faculty supervisors, maintain student records and present lectures

KEY PROJECTS

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

- Engineered data pipeline: **collected, cleaned, labeled, and augmented 17000+ images**
- Trained a Convolutional Neural Network using deep learning, **achieving 94% accuracy** on real-time video stream hand detection, demonstrating model training & CV proficiency using *Python [Numpy, Pandas, OpenCV, PyTorch, Ultralytics]*
- *Applications:* Automotive **damage assessments**, **plate reading** for failure-to-remain collisions with suspect information

Washington Electric Vehicle Market Analysi | Ontario Tech University   *Apr 2024*

- Conducted EDA on **177,000+ EV records,** extracting brand KPIs & market trends with *R [ggplot2, dplyr, geom_sf, ggplot2]*
- *Outcome:* Demonstrated ability to translate raw data into actionable business insights

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, Machine Learning, Data Analysis, Data Mining, Big Data Analytics, Artificial Intelligence, Databases, Numerical Analysis, Real Analysis, Network Science
- **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*

- Executing SQL CRUD operations while interfacing with relational databases using Jupyter Notebooks and Python

Member | Insurance Institute of Canada   *Jan 2026 - Present*

- Actively planning enrollment in the CIP program to deepen technical expertise in claims/underwriting