

# Abhik Dhar

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## Education

**Integrated Programme in Business Analytics (IPBA)**  
IIM Indore, 2022

**B.Com (Hons)**  
Calcutta University 2012

## Skills

- Python
- SQL
- Power BI
- Tableau
- MS Office
- VBA
- Oracle R12, Project Accounting
- Filezilla, Clarity Time Tool

## Awards

- Capgemini Spot Award
- Process Innovation Award

A versatile, accomplished goal oriented professional with over 8 years of experience in Data Analysis, Fraud Risk Management, Financial Data Analysis, Training & Development and People Management with proven track record of delivering consistent business results

## Experience

[Data Quality Analyst • Simplilearn • Bengaluru](#) (Dec 2022—June 2023)

- Reduced monthly DSAT percentage from 29 % to 21 %.
- Held bi Weekly meetings with stakeholders to discuss and implement process improvements
- Held bi weekly team huddles to inform the team about observed process errors and provided rectifications on the same

[Data Analyst • Flipkart \(Ascent Consulting Services\) • Bengaluru](#) (Dec 2018—Dec 2022)

- Core team member at Fraud & Risk Management Department for Flipkart and providing analytical solutions to online frauds
- Reduced Quarterly Business Losses from 40 CR to 8 CR by Analyzing and detecting Customer fraud patterns
- Reduced Stakeholder losses from 30 CR to 5 CR by introducing data validating methods
- Built a predictive model for fraud detection and EDA Solution to detect data patterns and outliers
- Mentored junior team members and provided guidance on complex data analysis techniques, resulting in improved team performance and increased productivity.
- Led a team of analysts to develop and implement a fraud detection algorithm, resulting in significant reduction in fraudulent transactions.
- Using SQL database to facilitate the operations and python modules for clustering the data obtained
- Extracting customers' data from Flipkart's interface in VBA excel by using internal tools, analyzing them and classifying fraud & genuine trades; clustering the data and recognizing a pattern

[Financial Consultant • Capgemini • Kolkata](#) (Sep 2013 – Dec 2016)

- Provided accounting solutions to Project Accounting and Business Support (L1) Teams while assisting 2 clients
- Worked for process streamlining, innovative problem solutions and various clientele solutions
- Managing cost & revenue bookings in GFS environment (both manual & web ADIs); reserving & rectifying resources time on Clarity & GFS
- Uploading projects to ImageNow Imaging Servers & addressing end-users concerns