

Chandan Ravi

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As a professional in business analytics, I work with large sets of data to extract meaningful insights that lead to making data-driven business decisions.

With over 6 years experience, working in the e-commerce industry has helped me gain a better understanding of business risk management techniques as well as measures to prevent potential financial loss, enhance customer experience, data analysis, identify business needs and provide for them, and team management.

Key skills : SQL, Python, data analysis, data mining, data visualisation, fraud detection, abuse prevention, process training and development, customer service.

EXPERIENCE

Business Analyst

Nov 2019 - Present

Noon

- Built tools using datastudio, looker and sql by gathering all relevant information from the database which is used by a specific set of teams to help in decision making.
- Report metrics on internet frauds, customer profile, and other trusts and safety related issues. Using this data to understand the customer behaviour and build logics to prevent potential loss on the platform.
- Partnered with operation teams to identify gaps in the process we currently follow and to ensure data accuracy between all operations in the business by testing and analysing the impacts.
- To understand problems teams are facing in the current system and to solve for them using data analysis and statistical techniques which include historical analysis, predictive modelling and machine learning.
- Provide customer examples and data for reported issues, work cross-functionally with support teams to establish workarounds by issuing permanent resolution, and conduct tests on development fixes to ensure changes are working as expected.
- Write documentations to translate business requirements, measures and impact, and technical information into clear non-technical terms for communication with stakeholders and other leadership groups.

Senior Investigation Specialist

Jul 2016 - Sep 2019

Amazon

- Customers issue resolution and Root cause analysis.
- Process Training and Mentoring for a group of Risk Investigation Analysts - (Four batches, team of 8 individuals). Received highest ratings as a Trainer and Mentor.
- Hands-on experience in Merchant Risk overheads including Fraud risk, Product Quality, Seller Performance, Counterfeit, and Seller KYC. Identified multiple merchant fraud patterns and prevented a potential bad debt to the company.
- Discovered process gaps and implemented a change to block the leakages in the system. Received best performer award.
- Team Performance Management, Weekly business review reporting. Created a dashboard to track individual performance in real-time. The dashboard was used across teams.
- Handling direct escalations from legal and other reputed sellers.

EDUCATION

Master of Business Administration (M.B.A.)

2016 - 2018

St Joseph College

Bachelor of Commerce (B.Comm.)

2013 - 2015

Jain University