Dheeraj Kashyap

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Education

Deakin University, Master of Science in Data Science — 2022 - 2024

Reva ITM, Bachelor of Engineering in Information Science and Engineering — 2014 - 2018

Experience

Amazon | Investigation Specialist — March 2020 - June 2024, Bengaluru, Karnataka

- Conceptualized innovative approaches to investigations, developed new techniques, and designed training programs.
- Reviewed Customer Due Diligence and Enhanced Due Diligence cases, utilizing analytics to prevent fraud, ensure KYC compliance, and optimize processes.
- Directed investigative activities, organized resources, and spearheaded initiatives to enhance fraud detection.
- Collaborated with various departments, negotiated resolutions, and delivered presentations to senior management.
- Founded new investigative practices, introduced technology solutions, and revitalized outdated processes.
- Addressed internal and external stakeholders, documented findings, and presented evidence clearly.
- Examined data trends, modeled risk factors, and summarized investigative results.
- Facilitated training sessions to improve team proficiency and effectiveness.
- Supported operational goals by collaborating closely with team members.

Frontizo Business Services | Customer Service Associate — March 2019 - March 2020, Bengaluru, Karnataka

- Managed customer inquiries and coordinated responses to ensure timely resolution.
- Organized customer data and regulated information flow to improve service efficiency.
- Developed customer service protocols and improved service delivery processes.
- Scheduled customer appointments and prioritized service requests based on urgency.
- Guided new hires and trained them on customer service protocols.

Projects

One Digital Skill Metric | Power BI Dashboard | Power BI, DAX, Data Modeling, Project Management

- Designed and engineered a comprehensive data model that standardized and streamlined skill metric data collection and processing.
- Developed a user-friendly interface that simplified data interpretation and enhanced accessibility for stakeholders.
- Executed rigorous testing and validated data integrity to ensure the dashboard's accuracy and reliability.
- Analyzed and interpreted skill metric trends using advanced statistical methods.

Visualizing Insurance Claims | Tableau Dashboard | Data Analysis, Database Management, Tableau

- Organized and orchestrated the integration of disparate data sources to streamline information flow.
- Developed and implemented a standardized dashboard that regulated data access and improved data integrity.
- Analyzed historical data trends, predicted future claim patterns, and recommended strategic adjustments.
- Demonstrated proficiency in Tableau by designing and constructing dynamic visualizations that clarified complex data insights.

Technical Skills

- Azure, AWS
- MySQL, R, Python
- Data Analysis (EDA, Statistical Analysis, Time Series Forecasting)
- Data Visualization (Power BI, Tableau, Matplotlib, Seaborn)
- Data Cleaning and Preprocessing, Data Governance
- Machine Learning (Classification, Ensemble Techniques, Text Mining)

Certifications

- PL -300: Power BI Data Analyst Associate
- DP -100: Azure Data Scientist Associate
- AZ -104: Microsoft Azure Administrator
- DP -900: Azure Data Fundamentals