

# AKSHAYA SURESH

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## PROFESSIONAL EXPERIENCE

### ASSOCIATED WHOLESALE GROCERS INC

#### Lead Marketing Data Analyst – Business Practicum | Champaign, Illinois, USA

Aug 2023 – Present

- Led a team of students to conduct marketing research, data cleaning, exploratory data analysis and predictive modeling in order to assess the effectiveness of company's current promotional strategies and to provide solutions for the business

### ILLINOIS BUSINESS CONSULTING

#### Consultant – Management Consulting | Champaign, Illinois, USA

Sep 2023 - Dec 2023

- Brainstormed approaches, analyzed research, and delivered exceptional consulting services by providing recommendations and solutions for business clients through the development of financial models

### GRAPHIKA INC

#### Regional Subject Matter Expert – Trust & Safety | Singapore

May 2023 – Aug 2023

- Conducted social media research and created databases that were used to generate network maps; ensured map quality assurance in order to optimize internal processes
- Derived trends and patterns in online conversations by performing regular content analysis on large amounts of data containing 10,000+ values that were yielded by network maps, using Meltwater, CrowdTangle and internal tools
- Formulated weekly social media analytics reports and data repositories for clients about the online content landscape in the region as well as provided consultative advice for major reports based on regional domain expertise

### TWITTER INC

#### Platform Integrity Threat Disruption Domain Specialist – Trust & Safety | Singapore

Jul 2022 – Jan 2023

- Piloted cross-functional teams such as Legal Policy, Public Policy and Product Trust to work on long-term projects from start to finish, such as policy development, privacy laws, high visibility account enforcement protocols, etc
- Researched, evaluated, proposed and executed on improvements for processes, workflows and policies by collaborating with regional and global Trust & Safety teams

#### Platform Integrity Threat Disruption Senior Analyst – Trust & Safety | Singapore

Apr 2022 – Jun 2022

- Strengthened scaled proactivity of spam, scam, hacking and account takeover detection on the platform by developing new automated rules together with engineering teams, resulting in an 18% increase of detected policy violations

#### Platform Integrity Threat Disruption Analyst – Trust & Safety | Singapore

Jan 2021 – Mar 2022

- Derived data using SQL, Python and R to perform data-driven OSINT investigations into threats such as automated spam, user safety, cybercrime, scams, misinformation, impersonation, political interference and foreign influence operations
- Resolved incoming queries about Platform Integrity policy areas and provided escalations support on edge cases with clear, helpful, complete responses and feedback to other teams and stakeholders to maintain platform safety

### AIRBNB INC

#### Claims Specialist – Trust & Safety | Singapore

Jun 2019 - Jun 2020

- Analyzed, investigated and resolved 500+ escalation cases from users involving graphic content and complicated property damages of >US\$100K based on internal policies whilst ensuring compliance with policy procedures and business protocols
- Identified compensation of claims and analyzed possible risks whilst maintaining consistently high quality; evaluated validity of fraudulent claims and collaborated with Policy teams to ensure appropriate enforcement and to align on case strategy
- Approved leave requests, ensured sufficient headcount coverage and delegated duties to agents regularly as the scheduling lead for the JAPAC team in order to sustain daily operations

## EDUCATION

### University of Illinois Urbana-Champaign, Gies College of Business | Champaign, Illinois, USA

Master of Science in Business Analytics | Expected Graduation Date: May 2024

Aug 2023 – Present

- Concentration in Information Technology & Control and Specialization in Algorithms in Analytics

### National University of Singapore, Faculty of Arts and Social Sciences | Singapore

Bachelor of Social Sciences (Honors)

Aug 2015 – May 2019

- Major in Economics (Double Specializations in Financial & Monetary Economics and Applied & Policy Economics) and Minor in Communications & New Media

- International Exchange Program at Aarhus University, Denmark

Aug 2017 – Dec 2017

## ADDITIONAL INFORMATION

**Data Analysis and Programming Skills:** SQL | R | Python | Apache Spark | SAS | STATA | MATLAB | Mathematica | Excel

**Data Visualization Tools:** Tableau | Power BI | Knime

**Big Data Technologies:** Hadoop (MapReduce, Spark, HBase, Hive) | Presto | Vertica | Big Query

**Cloud Computing:** Amazon Web Services (S3, EC2, RDS, Kinesis, Athena, DynamoDB) | Google Cloud Platform | Microsoft Azure

**Databases:** Relational Databases (PostgreSQL, MySQL, SQL Server) | NoSQL Databases (MongoDB, Neo4J)

**Collaboration and Project Management Tools:** Git | GitHub | JIRA | Confluence

**Data Engineering:** ETL | ELT | SDLC | Data Pipelines | Data Warehousing | Data Modeling | Data Transformation

**Certifications:** IBM Data Science Professional Certification | UIUC Inferential and Predictive Statistics for Business

**Languages:** English (native) | Tamil (native) | Spanish (basic)