

# Kalaivani Kalyanasundaram

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## PROFESSIONAL SUMMARY

Experienced, and result driven technology professional with 10+ years of experience in IT Industry. Looking for data analyst positions that compliment my master's degree in Data Science.

## EDUCATION

**Bellevue University** | Bellevue, NE

**March 2021 – June 2022**

Master of Science in Data Science with high Distinction GPA: 4.0

**Annamalai University** | Chidambaram, India

P.G Diploma in Marketing Management

**August 1994 – June 1995**

Bachelor of Science in Agriculture

**August 1990 – May 1994**

**Relevant Coursework:** DSC 680 (Big Data) | DSC 650 (Data Preparation and Visualization) |

DSC 680 (Applied Data Science) | DSC 630 (Predictive Analytics) | DSC 550 (Data Mining) |

DSC 510 (Introduction to Programming) | DSC 530 (Data Exploration and Analysis)

Diploma in Java Technologies from NIIT, Chennai

## SKILLS

- Permanent Resident | Python | R | Jupyter Notebook | PowerBI | Data Visualization | GitHub | Microsoft Office 365

## WORK EXPERIENCE

**PayPal**, Omaha, Nebraska

Risk Analyst

**December 2019 – Present**

- Worked dispute cases for chargebacks department. Settling disputes for the synchrony, Discover, FDMS and Omni pay processors and Money Movement errors.

- Helping with Issuing Disputes Department with Ease Uploading and Master card uploading Stand-In cases in 2021.
- Currently interning for CRI -RISK and representing my Team in the NA Incentive committee for 2022.
- Interned helping US CIP department with ID and document verification
- Worked on the Incentive program for my Team in Quarter4 2021.

Customer Success Analyst

**Jan 2018 – December**

**2019**

- Improved our capability to serve our customers via email
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- Effortless experience training for Certification to enhance customer satisfaction.
- Communicated with clients and completed various Debit Card Disputes (Chargebacks)
- In the SSP overflow queue, helps us to learn a lot on tax queries, payment holds and other transaction questions

**Webster Bank**, Southington, Connecticut

Banker

**Oct 2016- September 2017**

- Money transfer, online banking, opening checking and savings accounts, Credit card application processing, Mortgage payments, check orders, Transaction holds and dispute processing.

## **PORTFOLIO**

<https://kalaikalyan.github.io/>

Project 1—Data Analysis of Heart Disease prediction of CVDS among population from different regions of the world.

Project 2--- Sale records analysis to predict the demand/requirement of certain items in a particular area as well the prediction on the availability of that item online/offline channel.