|  |
| --- |
| Ramana Ganesula  Melbourne, VIC 3163 · 0478534060  [ganesularamana@gmail.com](mailto:ganesularamana@gmail.com%20)  <https://www.linkedin.com/in/ramana-ganesula> | <https://github.com/kramana193> |
| Data Analyst with a background in business administration. Trained at Monash University Data Analytics Boot camp program. Team-oriented individual with strengths in analytical problem solving and collaborating across diverse groups. Find great satisfaction in extracting insights from data that inform decision-making and drive growth. Skills **Technical Skills**  **Languages:** VBA, Python, SQL, HTML, CSS, JavaScript, R  **Databases:** MySQL, MongoDB, PostgreSQL  **Applications**: Github, Flask, Tableau, command Line (Git bash), Excel, Zendesk  **Tools/Libraries:** Scikit learn, Tensor Flow, Pandas, Jupyter, Plotly, Matplotlib, PySpark  **Non-Technical Skills**  Fraud Investigation, Financial Analysis, KYC Screening, Enhanced Due Diligence, Design Thinking |

# Experience

|  |
| --- |
| 2021Fraud Analyst, National Australia Bank (NAB)Conduct in depth fraud and scam investigations whilst working with service portfolio leads to provide recommendations to uplift standards, policies, strategies, and best practices as identified through investigations and customer and colleague feedback.Worked with various data points for each customer to identify any potential scam or fraudulent activity and to take necessary actions that best suit the customer.2021KYC Operations ANalyst, BTC MarketsVerifying client ids and documents including Politically exposed person (PEP) check and assisting with the daily account opening for both individuals, institutional, company trust & SMSF as required.Assisted BTC Markets with a remediating project and cleared close to 1000+ accounts of pending verifications during the bull market. Tools used – Excel, Experian, Zendesk.2019 – 2021Online Team MEmber, Coles Group Managed inventory and stock, utilising efficient techniques of stocking products, assembling promotional displays, stock-taking, markdowns, and providing excellent customer service.   * Assisted store management in handling sales spike during Covid lockdown by implementing efficient feedback and training programs for new employees.  2017 – 2018Senior Specialist – Fraud, Synchrony Financial Prevent, detect, and respond to scams and fraud incidents conducted via online banking, telephone banking, and mobile applications. Effectively communicate to and guide customers through in-depth conversations to prevent financial loss to customers.   * Analyzed to identify high risk and PEP profiles, generated intelligence, and detect early warning signals to proactively identify risk through real-time AML/ CTF/ OFAC screening. * Front line defense to prevent misuse of credit cards for AML and CTF activities and raising escalations on transaction and financial crime patterns. * Was able to nullify up to 30 false credit card accounts during the role. |
| 2016 – 2018Management Trainee, RVM Tools Produced regular worksheets and production reports to evaluate performance, adjust strategies and maintain agile, sustainable operations. Modernized and improved operational procedures to increase efficiency and profitability while ensuring employee safety. Forecasted business needs and scheduled employees to meet expected demands.   * Implemented production plans through effective inter team discussions and brain storming sessions that improved the monthly productivity by 2.3% and reduced expenses on staff overtime.  2014 – 2016TRMS Investigator Lending, Amazon Identify new fraudulent trends through investigations and in return create and improve standard operating procedures for the merchant investigations team. Established and maintained productive working relationships with sellers to resolve operational difficulties and to promote an interdisciplinary, collaborative approach to customer service.   * Managed team lending's workflow duties and improved team's productivity and SLA rate increased by 18.5% and 21.3%. * Responsible for investigating loan applications to third-party sellers on Amazon (USD$ 2,000 – 750,000), and process loans up to USD$ 75,000. * Conducted a wide range of financial crime checks which include PEP/SIP profile screening, CTF/OFAC screening, credit history, and others through transaction history, and sanction and blacklist screening.  Transaction Risk Investigator, Amazon Managed product listings (pricing and information) on seller profiles to ensure product webpage meets Amazon standards. Handled fraud and performance investigations including identifying new fraud patterns and fraud rings, data analysis of fraud patterns.   * Stacked first for best in quality delivery amongst the team and was rewarded thrice for best Quality metrics within MRI (Merchant Risk Investigations) process. * Was promoted to be a part of Amazon’s new Merchant Lending Team. * Monitored transactions and accounts that display fraud patterns and flagged accounts for further KYC reviews post-investigation. |

# Education

|  |
| --- |
| 2022Data ScienE Boot Camp, Monash University **Coursework**  Fundamental Statistics, Python Programming, Databases, Front end web visualization, Data Visualizations - Tableau, R programming, Machine Learning,  **Skills learned**  Data Analytics, Data visualization, Web scraping, Webpage development, Flask application rendering, Heroku deployment, GIT CLI and github management, API requests 2019MAster of Business administration, RMIT University Coursework   * Business Operations Management * Leadership and Management * Management of Innovation and Technology * Managerial Finance * Financial Analytics for Managerial Decisions * Design Thinking & Strategy * Sustainability for International Business Futures |
| 2014Bachelor of Engineering (Mechanical), JNTu University, Hyderabad Coursework   * Production Planning and Control (PPC) * Operations Research and Industrial Management * Managerial Economics and Financial Analysis |