MIHIR KANSARA

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PROFESSIONAL SUMMARY

Dynamic and strategic business leader with extensive experience in fintech and banking. Expert in leading cross-functional teams to deliver innovative, data-driven products that enhance customer experiences and drive business growth.

PROFESSIONAL EXPERIENCES

CAPITAL ONE N.A

Business Manager in Fraud Strategy, *New York*   **Jul' 24 - Present**

- Developed and executed comprehensive fraud intent roadmaps as a strategic partner to Product, Operations, and Data Science. Enhanced fraud risk assessments and mitigation strategies, leading to a significant reduction in claims intake and OpEx.
- Pioneering an innovative product providing real-time, accurate transaction and merchant information to customer service agents, streamlining CX and reducing unwarranted fraud by ~$43M.
- Led a high-impact initiative to reinvent agent-customer interactions for fraud and dispute claims, integrating ML algorithms and complex logic to guide agent decision-making, serving ~11K agents, and contributing to annual savings of ~$10M.

Senior Business Analyst in Fraud Strategy, *New York*   **Aug '22 - Jul '24**

- Developed KPIs and launched various A/B tests in the market to iteratively enhance customer experience features such as Card Lock and Instant Purchase Notifications, reducing operational expenses and fraud intake by ~$20M annually.
- Demonstrating strong communication and adept problem-solving by presenting complex data insights for strategic decisions and consistently delivering efficient solutions under tight deadlines to boost team performance and analytical capabilities.

J.P MORGAN CHASE & CO.

Trading Services Analyst, *New York*   **Jan '21 – Aug'22**

- Led the development of 16 comprehensive automated processes for trade reconciliations and fraud compliance checks, reducing manual efforts and saving over 200 hours per month. Tech used - Alteryx, UiPath, SQL, VBA, APIs.
- Played a key role in the development of robust controls for Credit Fixed Income trade positions, enhancing settlements accuracy through sophisticated SQL, Statistics, and Tableau analyses.
- Contributed in conceptualizing and drafting a roadmap for an NLP-based algorithm, aligning with J.P. Morgan's strategic initiative to invest $1 Trillion in Green Projects over the next decade.

INTERNSHIP EXPERIENCES

HEXANIKA INC. (FinTech) | Financial Engineer, Product Consultant Intern, *New York*   **Sep '20 - Nov '20**

- Engineered a cutting-edge algorithm for big data fuzzy name matching using NLP techniques, increasing matching accuracy by 40%, and reducing data-processing times from 5 hours to about 2 minutes.
- Built a deep learning-based system for Citi Bank to identify and structure texts from printed and hand-written documents and integrating it with AWS for large-scale data processing.

APPLE INC | Data Science Student Consultant, *New York*   **Sep '20 - Nov '20**

- Developed an NLP product that optimized Apple's global supply chain logistics, integrating risk management strategies that facilitated rapid production shifts in response to global events, optimizing costs and ensuring supply chain resilience.

HAPDAY GROUP (Consulting Start-up) | Business Transformation Analyst Intern, *New York*   **May '20 - Aug '20**

- Enhanced operational productivity by 300% by automating the data handling processes involved in ETL using Python, VBA, JavaScript
- Integrated software systems using APIs, developed time-triggered NLP algorithms for large datasets, and built client dashboards, saving 15 hours per week. This also democratized data analysis by providing user-friendly Python tools for non-technical users.

EDUCATION

COLUMBIA UNIVERSITY, New York   **Aug '19 - Dec '20**

Master of Science, Industrial Engineering, GPA - 3.4/4

Coursework - Probability & Statistics, Business Analytics, Applications of Artificial Intelligence and Operations Research in Marketing, Optimization Models and Methods, Stochastic Models, Global Capital Markets

DWARKADAS J SANGHVI COLLEGE OF ENGINEERING, University of Mumbai   **Jul '15 - May '19**

Bachelor of Engineering, Mechanical Engineering, GPA - 8.8/10

SKILLS

Technical	SQL, Python, Databricks, Snowflake, Tableau, Power BI, Alteryx, Apache Spark, VBA, JavaScript
Product Skills	Ideation & Strategic Thinking, User-Centric Design, Market Understanding, Change Management
Leadership Skills	Team management, Stakeholder Engagement, Strategic Decision-Making