PRUTHVI RAJ PUDI

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PROFILE

Data and Risk Analyst with 3+ years of experience in operational risk, fraud investigations, and performance analysis. Strong background in statistical modeling, process optimization, and cross-functional collaboration. Skilled in interpreting complex data, building analytical tools, and communicating insights to both technical and non-technical stakeholders. Proficient in SQL, Excel, PowerPoint , Power BI, Tableau, and Python, Holds a Master's in Data Science with hands-on experience in data-driven risk modeling projects.

TECHNICAL SKILLS

Languages/Tools: SQL, Excel (Advanced), PowerPoint, Power BI, Tableau, Python (Pandas, scikit-learn) and Word
Processes: Risk Analysis, QA Auditing, Data Cleaning, SLA Monitoring, Root Cause Analysis
Certifications:
- "Google Data Analytics Professional Certificate (v2)"
- "Career Essentials in Data Analysis by Microsoft and LinkedIn**"**

EDUCATION

Pace University, Seidenberg School of Computer Science and Information Systems   New York, NY
Master of Science MS in Data Science | **Concentration**: Data Analysis & Engineering | **GPA:** 3.79   December 2024

MLR Institute of Technology   Hyderabad, India
B.Tech in Aeronautical Engineering   April 2018

PROFESSIONAL EXPERIENCE

Amazon Development Centre India Pvt. Ltd   Hyderabad, India
HR Associate   Oct 2021 – July 2022
- Resolved 80–90 support tickets daily using **Salesforce**, maintaining 98%+ resolution accuracy while ensuring SLA compliance.
- Built dashboards in **Excel** and **Google Sheets** to monitor SLA performance and reduce escalation volume by 20%.
- Coordinated with Ops team to optimize ticket routing workflows and enhance first-touch resolution rates.

Transportation Specialist, ROC
- Monitored delivery incident data using QuickSight, achieving 99% SLA compliance in reporting.
- Conducted root cause analysis that reduced repeat delivery issues by 96%.
- Developed process documentation and contributed to reporting automation efforts.

Accenture Solutions Pvt Ltd   Hyderabad, India
Quality Auditor - Trust & Safety | Fraud & Risk Ops   Mar 2020 – Oct 2021
- Audited 1,000+ support investigations monthly, helping increase fraud detection accuracy to 98%.
- Created Excel dashboards and SOP documentation that informed QA processes and product decisions.
- Trained 20+ team members on fraud risk indicators and auditing standards.
- Reported recurring fraud trends and investigation gaps to product and legal teams.

Process Associate - Fraud & Abuse Investigations   Oct 2019 – Mar 2020
- Analyzed user and device behavior to identify fraud trends across large datasets.
- Used SQL and Excel to extract key indicators and generate weekly fraud trend reports.
- Flagged and escalated high-risk transactions in collaboration with risk policy teams.

PROJECTS

Fraud Detection in Financial Transactions | GitHub Project   2024
- Developed a fraud detection model using Random Forest (F1 Score: 0.89) after balancing the dataset with SMOTE.
- Created ETL pipelines to clean and normalize data, reducing missing values from 15% to under 1%.
- Used Python (Pandas, scikit-learn) for modeling and Matplotlib/Seaborn for visualization.
- Delivered stakeholder reports explaining model logic, assumptions, and limitations.

Deloitte Australia Data Analytics Job Simulation on Forage   2025
- Completed a Deloitte job simulation involving **data analysis** and forensic technology
- Created a **data dashboard** using **Tableau**
- Used **Excel to classify data** and draw **business conclusions**