

SURYANSH RAGHUVANSHI

PERSONAL PROFILE

I am experienced in analysing as per the business needs into technical entries for config / development projects. Core competencies include SQL, Tableau, Excel, Product Management, communication, collaborative visualisation.

WORK EXPERIENCE

Intern - Anti Fraud Analyst

Simple Pay | March 2023 - June 2023

- Detected frauds associated with users based on SMS data, Bureau data, Categorical Apps data, etc.
- Implemented fraud check at the journey start based on geolocation data and matched and unmatched pinches.
- Prevented transactions exceeding Rs. 250,000 by flagging over 100 suspected fraudulent accounts within a monthly timeframe.
- Creating features for random forest models to predict user intent of defaulting using Segmentation Analysis for users based on various personas such as Income, Employment Status, Age, Marital status, etc

Operations Analyst

Concentrix | April 2022 - Feb 2023

- Analyze data for the Meta users
- Recommended and updated policies resulting in time savings of approx. 2-3 hours per user and generating an average revenue of \$150 per user.
- Conducted comprehensive overhaul and analysis of advertising leading to a noteworthy 15% increase in cost per mile per user

Support Executive

Amazon | July 2020 - Aug 2021

- Carried out comprehensive analysis of customer pain points and provision of valuable feedback and innovative suggestions resulting in enhanced operational efficiency.
- Attained outstanding outcomes in the realm of customer service, delivering a 200% year-on-year reduction in response time and achieving a monthly increase of 10% in customer satisfaction
- Effectively resolved more than 2000 customer inquiries within the UK and the US customer base, yielding a customer satisfaction score surpassing 90%.

CONTACT

- ☎ +91-80764-07257
- ✉ suryansh.data@gmail.com
- 📍 Noida, Delhi NCR
(Open to relocate)

TECHNICAL SKILLS

- MS Excel - Advanced
- Tableau
- SQL -Advanced
- PYTHON - (NumPy, Pandas, Matplotlib, Seaborn, SciPy, Sklearn)
- Bigquery

EDUCATIONAL HISTORY

Amity University
B.Tech. (Nuclear Engineering) - 2020

CERTIFICATIONS

Scalar - **Data Science and Machine Learning**

PROJECTS

- ▀ Jamboree Education Linear Regression
- ▀ Customer Service Requests Analysis
- ▀ DVD Rental Analysis
- ▀ Walmart - Data Analysis using CLT
- ▀ RFM Analysis

Project Links : github.com/suryansh-raghuvanshi-data