

Suryansh Raghuvanshi

Driven Data Analyst with over one year of experience in operations and support, complemented by three months of specialized expertise in fraud detection. Proficient in conducting in-depth analysis of intricate data, extracting valuable insights, and generating impactful reports. Adept communicator and collaborator, committed to upholding elevated standards of business ethics. Demonstrated ability to leverage data effectively, identifying optimal solutions to propel business objectives forward. Exceptional skill set in analyzing complex datasets, discerning trends, and formulating actionable recommendations.

WORK EXPERIENCE

Intern-Anti Fraud Simpl Pay

03/2023 - 05/2023

Bangalore

Achievements/Tasks

- Spearheaded an open intelligence research project aimed at the detection and comprehension of fraud methodologies, tools, and technologies, as well as the analysis of fraud trends and patterns. Fostered collaboration with cross-functional teams to pinpoint and mitigate fraud risks.
- Leveraged Lead Square to consolidate customer data, establish key performance indicators (KPIs) for user authentication, and identify instances of suspicious activity.
- Supported fraud investigations by conducting interviews, gathering evidence, scrutinizing transactions, and generating comprehensive reports and presentations.
- Reported and preserved savings exceeding Rs. 250,000 by identifying and flagging over 100 suspected fraudulent accounts within a monthly timeframe.

SKILLS

Languages: Python
(NumPy, Pandas, Seaborn,
Matplotlib, SciPy, Sklearn),
SQL(MySQL)

Statistical Techniques:
Regression Analysis,
Correlation Analysis,
Inferential statistics,
Prescriptive analytics, and
Descriptive Analysis

Business
Techniques/Knowledge:
User Segmentation, Cohort
Analysis, Experimental
Designs, Hypothesis
Testing, and A/B Testing

Software: Tableau,
Excel/Google Sheets,
Metabase, Alteryx

Sr. Operations Representative Concentrix

04/2022 - 06/2022

Gurgaon

Achievements/Tasks

- Provided assistance to Meta Users, effectively resolving advertisement-related issues and generating time savings of approximately 2-3 hours per user, while concurrently generating an average revenue of \$150 per user for the company.
- Ensured prompt issue resolution and upheld quality standards through a comprehensive overhaul and analysis of advertisements, leading to a noteworthy 15% increase in cost per mile per user.
- Identified and executed process enhancements to optimize productivity and minimize costs.

Support Executive Amazon

07/2020 - 08/2021

Noida/WFH

Achievements/Tasks

- Facilitated process improvement and enhanced operational efficiency through a comprehensive analysis of customer pain points and provision of valuable feedback and innovative suggestions.
- 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 over the course of one year.
- Effectively resolved more than 2000 customer inquiries within the United Kingdom and the United States, yielding a customer satisfaction score surpassing 90%.