Data Analyst

**AIREEKA SINGHAL**

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Thorough and meticulous Data Analyst passionate about helping business succeed.

Have worked as Fraud analyst for 1.7 years (17 Months) months with Aegis, Noida for renowned client (Airtel FMS).

**ABOUT ME**

I have an optimistic approach towards life which is one of my biggest strength. Being an open minded individual, who likes to learn something new every day from different walks of life helps me keep my brain motivated. With a goal to excel as an IT professional I would like to build my career and look forward for a challenging role.

**EDUCATION**

**Bachelor of Technology, Information Technology(75 %)**

College of Engineering Roorkee

Uttarakhand Technical University

Haridwar road, Roorkee

**Intermediate (67%)**

The Doon Valley Public School

CBSE Board

Deoband, Saharanpur (U.P)

**Highschool (84%)**

The Doon Valley Public School

CBSE Board

Deoband, Saharanpur(U.P)

**Achievements**

* Enhancement of development of software in “ANDROID BASED ATTENDANCE MANAGEMENT APP”
* Four weeks summer training on ADVANCED telecom at Bharat Sanchar Nigam Limited, Saharanpur (BSNL) in 2016.
* Became VOLUNTEER of OORJA –THE CULTURAL COMMITTEE.
* Certified for 100% overall Quality Score in May (2022) for Aegis.

**Key responsibilities:-**

* Collecting and interpreting data.
* Analysing results.
* Reporting the results back to relevant members of the business
* Identifying patterns and trends in data sets
* Working alongside team to establish business needs
* Defining new data collection and analysis processes
* Ability to analyse large datasets
* Ability to write comprehensive reports
* Removing corrupted data and fixing related problems.
* Developing and maintaining databases, data system- reorganizing data in a readable format.
* Performing analysis to assess the quality and meaning of data
* Filter data by reviewing reports and performance indicators to identify and correct the problems.
* Using statistical tools to identify, analyze and interpret patterns and trends in complex data sets that could be helpful for diagnosis prediction.
* Adept at queries, writing reports, and making presentation
* Accuracy and attention to detail
* Preparing final analysis reports for the stakeholders to understand the data analysis steps, enabling them to take important decisions based on various facts and trends
* **Telecom Fraud Risk Investigator-**
* To identify fraudulent activity with the help of policy document for alarms generated based on configured rules in the FMS and applying corrective measures to mitigate the fraud loss.
* Help achieve an objective to ensure standard, effective & measurable performance of the fraud function
* Investigate the case after an alarm generation of every breach of defined threshold.
* Perform the initial investigation based on i.e. Calling Pattern, Subscriber Recharge information etc.
* Conducted meetings and training on process and policy updates, Tool usage, Defect Analysis, discussing plan of actions and opportunity areas.
* Investigation Specialist-Abuse Prevention
* On the basis of alarm analysis, alarm status should be NFR (Not Fraud), INV (Under Investigation) & FRD (Fraud)
* Diagnose, diffuse and mitigate abuse issues raised through executive

Escalation.

* Aegis team will follow up with respective OPCO team to get the confirmation (fraud and non-fraud) on many Investigations alarms.

**Work Experience**

**OCTOBER 2022(3 months experience)**

**Data Analyst**

**Bundl technologies private limited**

**December 2020(1.7 year experience)**

***Data Analyst***

**AEGIS**

**Noida, Sec-2**

***CCE***

**Tech Mahindra**

**Noida, SEC-64**

**December 2019(6 months experience)**

**Skills**

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| --- | --- |
| * C++ * SQL * Microsoft Office * Advanced Excel * Python * Communication Skills * Business Understanding * Behaviour Management * Consumer Behaviour * Microsoft Word * Customer Service * Microsoft Excel * Problem Solving |  |