

NAVINA M

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Professional Summary

Results-driven Investigation Associate with expertise in resolving complex claims, improving operational efficiency, and exceeding performance metrics. Skilled in SQL, Tableau, and data storytelling to drive data-driven decisions. Adept at thriving in high-pressure environments, with continuous skill development through platforms like LeetCode and HackerRank.

Skills

Database Management: SQL

Data Analysis & Visualization: MS Excel, Tableau, PowerBI

Programming: Python, HTML/CSS

Communication & Data Storytelling: Presenting complex insights clearly and in an actionable manner to stakeholders.

Key Skills: Data Wrangling, Statistical Analysis & Reporting, Data Manipulation & Cleaning, Predictive Modeling, Machine Learning, A/B Testing, Business Analysis.

Work Experience

Investigation Associate | Amazon, Chennai

Mar 2024 – Present

- Enhanced efficiency by **24.91%** through progression to Guided Work Flow (GWF) from Low/Medium and High Complexity Photon, ensuring success across teams and MPs (UK, US, CA) through **strong decision-making skills**.
- Achieved a **13.2%** reduction in AHT and **exceeding resolution targets** by **15.3%**, resolving an average of **1,500+** cases monthly in GWF, while **maintaining high Decision Quality (DQ)**.
- Reduced AHT variance by **24.22%** and resolved **25,000+** Units of Work (UoW) in Photon, driving up to **61%** weekly performance gains through **problem-solving** and **workflow optimization**.

Internship Experiences

Data Science Intern | *Combined Internship Experience*

Aug 2023 – Mar 2024

- Engineered a **Movie Recommender** using cosine similarity, achieving **85% accuracy** & enhancing user engagement.
- Developed a **predictive advertising model** with **92.5% accuracy**, boosting sales forecasting and marketing efficiency.

Data Analyst Intern | *Combined Internship Experience*

Oct 2023 – Dec 2023

- Analyzed over **254,000** pharmaceutical entries with Power BI, driving sales optimization and cost reduction.
- Designed data visualizations highlighting **15 key product categories**, improving targeted sales strategies.

Achievements

Super Star Trainee: Honored as the **"Most Promising Trainee"** at Amazon, selected as the top candidate among peers for achieving 100% attendance, passing both final and interim assessments on the first attempt, and demonstrating **mastery of key training concepts** through **active contributions in discussions**.

Personal Project

Bank loan data analysis – *GitHub* | *PowerBI*

- Conducted an analysis of **38,000+** loan records across **24 attributes** using SQL and Power BI, establishing **15+ KPIs** to facilitate informed decision-making.
- Optimized **30+ DAX formulas & SQL queries**, achieving a **20%** reduction in processing time and enhancing data visualization effectiveness with **20+ reports**.

Certifications & Courseworks

- Google Data Analytics – *Coursera*
- Data Analytics Essentials – *Cisco*
- Python with AI – *ISoft*
- Applied Data Science with Python – *IBM*
- SQL & Relational Databases – *IBM*
- Machine Learning with Python – *IBM*

Education

College of Engineering Guindy - Anna University

Aug 2017 – Apr 2021

Bachelor of Engineering in Electronics & Communication Engineering - First Class (CGPA: 7.47)

Chennai, TamilNadu

Sri Vidya Mandir Matric Higher Secondary School

2015 – 2017

HSC - 97.42% | SSLC - 98.8%

Salem, TamilNadu