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**SUMMARY**

Seasoned professional with a proven track record at Amazon, adept in data analysis and stakeholder management. Reduced fraud by 30% through critical investigations and data-driven decisions. Skilled in Python, SQL, and change management, I excel in fostering secure, compliant environments and driving operational excellence.

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**EDUCATION****MCA in CS & IT**

Jain University, Bangalore  
Cumulative CGPA – 8.9/10

Feb,2022- Jan,2024

**BCA**

Techno India institute Of Technology, Kolkata  
Cumulative CGPA – 8.7/10

Aug,2018 - Jul,2021

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**SKILLS**

**Programming** - Python, SQL

**Relevant Course** - Data Analysis and Data Mining, Database Management system, ITIL

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**WORK EXPERIENCE****iEnergizer**

Oct,2025-Present

*Sn. Fraud Analyst as a position of executive customer service*

- Worked with US banking clients to handle customer claims related to provisional credits, ensuring accurate assessment and timely resolution.
- Managed OnePay client claims, maintaining compliance with OnePay secure platform protocols to safeguard customer funds and ensure data security.
- Conducted detailed investigations of Account Takeover (ATO) and fraud-related cases, reviewing evidence and transaction patterns to determine claim validity.
- Made informed decisions on provisional credit eligibility by evaluating customer history, supporting documents, and risk indicators. Ensured strict adherence to banking regulations, KYC/AML procedures, and internal policies while processing claims.

**Amazon**

Jul,2023 – Jul,2025

*Transaction Risk Investigator*

- Conducted detailed investigations using critical thinking and data analysis to **reduce fraud by 30%**, ensuring a secure and trustworthy platform for customers and sellers.
- Followed Standard Operating Procedures (SOP) to identify and mitigate fraudulent activities, **achieving a 40% reduction in overall fraud.**
- Acted promptly on infringing content, maintaining compliance, and enhancing platform safety.
- Providing exceptional customer service, fostering a fraud-free environment, and enhancing user trust across Amazon's platform.

**DXC Technology**

Sep,2021 – Mar,2023

*Sn. Assistance Service Delivery Coordinator*

- Provided end-to-end support for change management processes, **ensuring 100% adherence** to SLAs and ITIL best practices, resulting in seamless execution of operational changes
- Created, reviewed, and processed change requests in the **ServiceNow platform with 99% accuracy**, aligning with organizational policies and enhancing process efficiency.
- Conducted and scheduled CAB (Change Advisory Board) meetings, handling complex discussions to ensure proper alignment and approval.

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**ACADEMIC PROJECTS & CERTIFICATIONS****Titanic Survival Analysis**

- Conducted comprehensive EDA revealing survival patterns: 38% overall, 74% female vs. 19% male, and strong class influence (63% First Class).
- Cleaned 100% of missing values in critical columns, improving dataset accuracy.
- Built predictive models (Logistic Regression, Random Forest) achieving 78% accuracy.

**Certifications:**

- Data Analysis – Great Learning and ITIL V4