

CLIVE DOMINIC ANDREWS

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Data Scientist | Data Analyst | Anti-Fraud Analyst | CRM Management Specialist

PROFILE SUMMARY

- **Certified Data Scientist** with proficiency in **data processing, data mining, predictive modeling** and scripting languages, including **Python**. Capable of creating, developing, testing and deploying projects.
- **Certified Data Analyst** with Expertise in **Tableau, PowerBI, MySQL, Advanced Excel, R and Python** for **analyzing data, creating visuals, dashboards and presentations**. **AntiFraud analysis** expertise of >10 years.
- Credentialed **Business Management & Software Development Expert** owning **10+ years** of experience **managing CRM Operations, Anti-fraud & Data Analysis Operations, web development** with a strong background in **project execution, billing and technical assistance**
- Expert in **designing, developing, testing, bug tracking, reviewing code & design, preparing technical specifications as per client requirements** and **post-implementation phases including recommending improvement strategies** for existing designs to ensure **on-time project execution**.

AREAS OF EXPERTISE

Data Science | Data Analytics | Anti-Fraud Management | Operations Management | CRM Operations | Team Building & Management | Security Operations | Web Application Development | Software Development & Deployment | DevOps | Project Execution/Management | Content Management | Technical Assistance | Project Management | Strategic Planning | Change & Transition Management | Continuous Process Improvement

TECHNICAL SKILLS

Python | Tableau | PowerBI | Excel | Business Statistics | Java | NumPy | Pandas | Data Visualization | Data Cleaning | Advanced Excel | Macros | Oracle, PL/SQL, MySQL | Probability | Statistics | Data Manipulation | Perl | Shell Scripting | JavaScript | JQuery | HTML5 | CSS3 | React.js | UNIX | AWS | VBA

KEY ACCOMPLISHMENTS

- Accomplished Analytics projects in E-Commerce, Banking and Aviation in Tableau, PowerBI, Excel and MySQL.
- Evaluated data sign-ups to arrive at fraudulent accounts, transactions, situations, and circumstances
- Created and automated AntiFraud Web Interface and modified the anti-spam scam block tool using Bootstrap
- Created the new help site <https://help.magicjack.com/> (including 6 PAT forms) for magicJack
- Created and modified multiple Python, Java and PERL scripts to enhance operational efficiency

CAREER CONTOUR

AI Variant

Jul 2022 – Current

Data Analyst Intern

Created Dashboards for the E-Commerce, Banking and Aviation projects using Tableau, PowerBI, Excel and MySQL.

- Identifying the Key Performance Indicators (KPIs) for each project.
- Doing the ELT process for the necessary tools (Excel, MySQL, Tableau and PowerBI) for analysis.
 - For Excel, cleaning the data, creating the required new columns using Power Query, merging the tables and loading to the data model for creation of visuals.
 - For PowerBI, data cleaning using Power Query and creating calculated fields using DAX formulas, managing relationships for creating the needed visuals.
 - For Tableau, using Tableau Prep or Tableau Desktop directly for cleaning and later creating calculated fields and parameters for better visualization.

- For MySQL, importing the files to MySQL workbench using Table Data Import Wizard and still better the load data command for large data (56 million records and more) including null values, cleaning the data, adding new columns and merging all tables to extract the needed.
- Creating the necessary visualizations and dashboards for the BI tool used. If needed creating sub-dashboards as drill-down, as per client specifications.
- Arriving at insights to the data based on the dashboards, visualizations and presenting the same to the client.

EXPERIENCE

United Online Software Development India Pvt. Ltd., Hyderabad, India
Assistant Manager

Dec 2003 – Jun 2022

- Spearheaded the CRM operations and ensuring adherence to all metrics SLA, QA, FCR, MC Index, etc.,
- Managed multiple project management tasks including web development of help site and Web interfaces used for CRM and AntiFraud operations. Also took up projects involving creating/modifying PERL/Java/Python/Shell standalone scripts for daily operational tasks and reporting
- Proficiently handled the operational tasks, including customer support email, escalations, direct mail, call calibrations, chargebacks, reviewing abusive/fraudulent websites (MWS) and anti-spam alerts
- Effectively lead & motivated the teams to take up new challenges, recommending process improvement strategies for automation & reducing workforce interference to maximize efficiency, monitoring the progress, and provided constructive feedback regularly to improvise the performance
- Proficiency in extracting sign-up data, cleaning and analyzing it to arrive at fraudulent accounts, transactions, situations and circumstances. Setting up the technology (SQL queries, CGI, PERL scripts, Java, Python, excel VBA macros, etc.) for fraud analysis and fraud prevention. Creation of various dashboard reports and visuals needed.

SCHOLASTICS BACKGROUND

2000 Post Graduate Diploma in Business Management (Marketing & Finance)
 Vignana Jyothi Institute of Management, Secunderabad, India

1997 Bachelor of Science in Computer Maintenance and Engineering
 Loyola Academy, Old Alwal, Hyderabad, India

CERTIFICATIONS

IBM Certification in Machine Learning with Python - Certificate ID Number: dfc369ac993340a48a1cc81055f46ee8
<https://courses.excelr.skillsnetwork.site/certificates/dfc369ac993340a48a1cc81055f46ee8>

IBM Certification in Data visualization - Certificate ID Number: 665ecc4920354c36b7363a467b38e260
<https://courses.excelr.skillsnetwork.site/certificates/665ecc4920354c36b7363a467b38e260>

Certification in Data Analytics from ExcelR - Reg/Cert No: 13600/EXCEL/12052023

Certification in Data Science from ExcelR - Reg/Cert No: 15733/EXCEL/08112023