

Renu Pramod

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PROFESSIONAL SUMMARY

I am currently working as an Associate Analyst with two years of experience at GlobalLogic, a service-based company. I have hands-on experience in fraud investigation and possess strong professional skills in Excel, SQL, and Power BI. I regularly use these tools, especially Excel, to analyze data and create insightful reports.

EDUCATION

Masters in Technology (AI ML) Amity University	2021 - 2023 Grade: 8.6/10.0
Bachelor of Engineering (Computer Science) Sree dattha institute of engineering and science	2015 - 2019 Grade: 6.5/10.0
Intermediate (Class XII) sri Chaitanya institutions	2013 - 2015 Grade: 86.0%
Matriculation (Class X) Goutam model school	2012 - 2013 Grade: 6.8/10.0

EXPERIENCE

Associate Analyst September 2023 - Present
Global Logic *Hyderabad*

- In this project, I use tools such as **Sherlock** and **IWB (Investigation Workbench)** to review and investigate cases.
- The fraud regions are **APAC, LATAM, EMEA, and US & Canada**.
- The investigations focus on various types of driver-related fraud, such as issues related to speeding, traffic violations, and rider-related scenarios.
- In these which are having Data that are having in 72 hours before that only we need to submit the report why because we are having SLA(service level agreement)
- After completing the analysis, detailed reports are prepared using the **Sherlock** tools and shared with the client as per the defined reporting process.
- In these which we are using Tool is sherlock cases . moreover, which we are having 10 cases assigned everyday ,
- In these different kind of scenarios are long hauling which means speed jumping , making fraud scenarios
- Finally, It is having warning scenarios . but it is having we need to give warning 2 times . 1 more time driver profile should be rejected .

INTERNSHIPS

Robotic Process Automation March 2022 - September 2022
deloitte *delhi*

- I have experience in the development of **Robotic Process Automation (RPA)**.
- In this work, I handled healthcare datasets to understand how data is used within automated processes and to design and build bots accordingly.
- The tasks involved learning the 3 types that end-to-end process of bot creation.
- It is having using python code , automatic tools & automation anywhere.
- Additionally, this experience was valuable for understanding how automation can be applied within **pharmacy and healthcare applications** to improve organizational efficiency

PROJECTS

IT Ticket Analysis ([Github](#)) ([Demo](#)) March 2025

- In these which we are having the different kind of issues to solve just like login alerts, software issues
- It is also having to finding how much time for resolving tickets & satisfaction
- In these how to manage the issues analyze the training to make differences in dashboard.
- About 70% of the issues are related to login alerts, while approximately 5-10% are associated with tool-related problems.

- Furthermore, prioritizing the resolution of major issues is expected to significantly reduce resolution time. Addressing these larger problems first is priority to increase the satisfaction rate by more than 50%
- Finally, these is the way that we can solve these issues

Artificial Intelligence In Cognitive Science Recommendation System In Hotel ([Github](#)) ([Demo](#)) January 2023

- The Project which I did that it got selected in research paper as conference in COMSIS journal
- It will be also Having the visualization that which helps to find out the feedback of hotel references
- It will also help to identify tasks that better modelling of hotel business
- It is also having the data set that related through data modelling for Application
- In these methodology which it is related through that 2 types are used are deep learning & LLM models
- In these which 3 steps to follow that it is application management, methodology, profit of application.
- Moreover, it will be used that application mostly customers are used that areas of hotels .so, that it will be easily increased 50% profit mostly.

Travel Agent Sentiment Analysis Using Deep Learning Techniques ([Github](#)) ([Demo](#)) July 2022

- In these project which it is related through the data set to travel in Kaggle .moreover, in these project which it is implement the methodology using sentiment analysis
- In the development of these applications, three primary components should be addressed: the application itself, the methodology, and the analysis of profit and loss.
- Additionally, the application is primarily used by customers, which allows us to increase profit by 50%.
- The Project which I did that it got selected as research paper as JETIR.ORG
- It is also helpful in the different ways of booking travel applications

CERTIFICATIONS

Professional Certificate in Data Science Newton School February 2025

- Currently pursuing a comprehensive Newton 's Data Science certification program encompassing data analysis, machine learning, statistical modeling, and data visualization.
- Gained proficiency in SQL, Power BI, spreadsheet applications, and statistical methodologies to effectively harness the power of data for informed decision-making.
- Acquiring practical skills to drive data-driven decisions, empowering future endeavors in the dynamic and rewarding realm of data science.

Research Paper journal of emerging technologies & innoviative research ([Link](#)) December 2022

- It is the certificate which I was recently published related through deep learning project .
- moreover, which we need to be using the methodology of user interface .
- moreover, in the Kaggle they are having multiple data sets by using that we can create an applications

SKILLS

Computer Languages: SQL, Python, Machine Learning, Python, JavaScript

Data Tools: Power BI, Power BI

Software Packages: Excel, Excel, MySQL

Soft Skills: Public speaking, Time management, Decision-making, Research, Teamwork, Critical Thinking, Presentation Skills, Communication Skills

Others: Microsoft Office, Generative AI, Analytics