

# Venkat Hanuman Rao Suragani

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## **Professional Summary:**

A passionate analyst with strong research experience and an Engineering Management graduate from Australia with special interest in *Business Analyst* roles. Have strong written and oral communication skills alongside the ability to take-up tasks and perform professionally as a team leader and an individual player.

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## **Skills**

- Excellent written and oral communication skills.
  - MS Word, MS Excel, MS PowerPoint, MS Project.
  - Good presentation skills.
  - Incisive and quick learner.
  - User stories and Agile methodology.
  - Power Bi
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## **Work Experience**

### **Transaction Risk Investigator**

**May 2021 - Current**

*Amazon-Hyderabad, India.*

- Keep abreast of trends and fraud issues impacting the retail industry.
- Continuously identify, assess and enhance fraud management policies, procedures, process design and controls pertaining to US-marketplace.
- Observing customer transactions to identify fraudulent activities such as account take over, friendly fraud, ID theft and limiting the error percentage in US\$ to less than 1%.
- Interacting with banks and customers to validate information and to confirm or cancel authorizations.

### **Customer Service Specialist**

**Feb 2019 - Feb 2020**

*Caltex Pvt Ltd, Victoria, Australia.*

- Inventory Management of in-store stock worth more than 100,000 AUD a month.
- Used to lead a team of more than 30 employees.
- Implementing timely strategies to upsell the stock effectively and training the employees for the same and tracking and inventory for loss prevention
- Effectively worked towards increasing Quarter on Quarter sales by 12%(avg), summing more than 2Million AUD/month.

### **Store Manager (Part-Time)**

**May 2018 - Jan 2019**

*United Petroleum, Bacchus Marsh, Victoria, Australia.*

- Analyzing monthly KPI reports and planning future strategies for better growth in sales.
- Administering weekly meetings with Business Managers and assessing weekly variations.
- Dealing with various supply chain organizations and vendors across numerous platforms.
- Successfully managed to retain the customer base by implementing loyal customer benefits and increase by the annual net-sales by 16%.
- Increased the net-revenue of the company by cutting down the costs by analyzing customer trends.

## **Education**

### **Masters in Engineering Management**

**Oct 2017 - Aug 2019**

*Deakin University, Waurin Ponds campus*

- **Major:** Electronics and Engineering Management

### **Bachelor of Technology**

**Sep 2012 - Apr 2016**

*JNTUH college of Engineering.*

- **Major:** Electronics and Communication Engineering.
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## **Extra-curricular Mentions**

- Head of the Designing Committee and Advertising Committee in the National Technical Fest "AGRATHA-2015" at JNTUH(Hyderabad-India)
  - Selected in the "Academia Student Interaction-2016" held at **National Remote Sensing Centre** (NRSC), Hyderabad, India-one of the centers of "**Indian Space Research Organization**" (ISRO).
  - Lead a team workshop conducted by "ROBOVERSITY"-an Alumni of Indian Institute of Technology Kanpur.
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## **Volunteer Work**

### **Member**

**Dec 2015 - Mar 2016**

*National Service Scheme (NSS), JNTUH-CES, Hyderabad, India*

- Organized several awareness programs for economically weaker sections about sanitation.
- Managing several meetings with local bank authorities and establishing a local branch in the university so that the villages around can get awareness from the campus and the students.

### **Team Leader**

**Mar 2014 - Apr 2016**

*SAHAYEE, Medak, India - A non-profit welfare association.*

- Raising funds towards stationery school supplies for five government schools.
  - Imparting knowledge to school children about the significance of computer and internet.
  - Organizing scheduled meetings with funding societies and other team members.
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## **Additional Information.**

**Languages:** English, Telugu, Hindi

**Age:** 26 years.

**Interests:** Photography, Trekking and Cricket.