

Robin Francis

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EDUCATION

- Clark University, Worcester, Massachusetts** **Feb 2023 - May 2024**
Master of Information Technology (GPA – 3.91/4)
- Deakin University, Melbourne, Australia** **Feb 2017 – Aug 2020**
Master of Information Technology -Strategy & Management
- B V Raju Institute of Technology, Hyderabad, India** **April 2012 – May 2016**
Bachelor of Information Technology

RELEVANT EXPERIENCE

- Transaction Risk Investigator** **Feb 2021 – Dec 2022**
Amazon, Hyderabad, Telangana
- Investigated suspicious activities and behaviors that posed potential risks to Amazon or its customers across global markets. Conducted thorough analysis to ensure the security and integrity of the platform.
 - Applied standard operational procedures for Buyer Abuse prevention to make high-quality, data-driven decisions, maintaining stringent standards of accuracy and reliability.
 - Identified known abuse patterns, discovered new modus operandi trends, and implemented strategic actions to minimize associated risks, thereby protecting the company’s financial, legal, and reputational standing.
 - Utilized a wide range of internet and in-house tools to meticulously research transactions and gather comprehensive data, ensuring informed and accurate decision-making.
 - Took proactive measures to identify and mitigate Amazon’s financial, legal, and reputational risks by applying robust risk management strategies and maintaining high levels of confidentiality and data security.
 - Consistently achieved weekly productivity and quality standards for investigations, demonstrating a strong commitment to operational excellence and continuous improvement.
 - Effectively communicated via email with internal customers and financial institutions, ensuring collaborative efforts to assess and address potential risks, thereby fostering a secure transaction environment.

- Student Intern** **Feb 2020 – Oct 2020**
Aparna Enterprises LTD, , Bangalore, Karnataka

- Gained hands-on experience with SAP S/4 HANA 1709 to enhance the efficiency of supply chain management across four ready-mix concrete plants, head offices in multiple locations, and various customers and clients, ensuring a seamless supply and demand process.
- Assisted in overseeing the sales and distribution modules, contributing to the optimization of order processing, inventory management, and delivery scheduling.
- Shadowed the marketing team to understand and support the development and execution of strategic marketing initiatives, analysing their impact on sales and customer engagement.
- Collaborated with cross-functional teams to gather requirements, analyse business processes, and support the configuration and customization of SAP modules to meet organizational needs.
- Created detailed documentation and process flow diagrams using tools like MS Visio and UML to capture the functionality and integration points of SAP S/4 HANA modules.
- Participated in regular meetings with senior management, providing insights and recommendations based on data analysis to improve supply chain operations and customer satisfaction.
- Utilized advanced Excel functions and data visualization tools to create comprehensive reports and dashboards, offering actionable insights into sales performance, inventory levels, and supply chain efficiency.

ACADEMIC PROJECTS

Hotel Booking Strategies

Objective: Predict guest bookings and cancellations, analyze customer segmentation by country, and compare seasonal trends.

Details: Utilized a large dataset (400MB) to build regression and prediction models. Converted categorical variables to numerical format for analysis. Interpreted correlations to identify key factors influencing bookings and cancellations. Generated actionable insights to optimize booking strategies and improve customer satisfaction.

World Food Prices

Objective: Analyze the prices of various commodities, primarily in India, to understand the factors influencing market prices.

Details: Worked with a substantial dataset (300MB) to conduct diagnostic analysis. Found evidence supporting the hypothesis that transportation costs and geological characteristics significantly impact locational differences in food market prices. Provided investors with data-driven insights to make informed predictions and decisions.

Thesis on Amazon Web Services and the IoT Services it Offers

Objective: To comprehensively analyze and document the various Internet of Things (IoT) services offered by Amazon Web Services (AWS).

Details: Conducted extensive research from approximately 150 sources, resulting in a meticulously referenced 40,000-word thesis. This research was a critical component of my Master's program and involved a thorough examination of AWS IoT services, including data collection, analysis, and practical applications. The thesis provides an in-depth understanding of how AWS facilitates IoT solutions, supports device connectivity, and enhances data management and analytics through its robust cloud infrastructure.

SKILLS

Risk Management, Strategic Management, MS Office, Strategic Thinking, Organizational behavior, Project Management, Risk Analysis, Business Intelligence, People Management, Strategic Thinking, MS Excel, Analytical Skills, Strong Communication, Business operations