

NASHRA ALI

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SUMMARY

Customer- and operations-focused risk professionals with 5+ years of experience managing high-volume queues, resolving complex issues through evidence-based analysis, and translating frontline insights into process improvements. Strong technical foundation in SQL and advanced Excel, with a track record of clear documentation, KPI reporting, and cross-functional collaboration to drive consistent outcomes and reduce repeat issues.

SKILLS & TOOLS

Product Support & CX: Queue management, issue triage, escalation management, troubleshooting mindset, root cause analysis (RCA), customer-impact prioritization, resolution documentation, knowledge base/SOP creation, stakeholder communication, cross-functional coordination

Data & Analytics: SQL, Excel (advanced formulas, PivotTables, dashboards), KPI/backlog monitoring, trend & pattern analysis, data-quality checks

BI/Tools: Power BI, Tableau, Alteryx, R, XL Miner, SAP Predictive Analysis

WORK EXPERIENCE

Rist Institute for Sustainability & Energy

Springfield MA

CELT Municipal Fellow

May 2025 – November 2025

- Built KPI dashboards (exceptions, **aging**, **throughput**, backlog health) and improved closure cycle time by 15–20% by proactively tracking actions, following up on blockers, and driving items to resolution.
- Maintained standardized logs and performed **data-quality** checks to improve reporting reliability and evidence traceability.
- Created SOP-style documentation (definitions, status rules, data-entry standards) and drove stakeholder adoption to reduce errors and improve consistency.
- Conducted structured reviews of exception **items and supporting** documentation, documenting findings and recommended resolution steps to improve decision readiness.
- Prepared stakeholder-ready summaries of **key issues**, open items, owners, and next steps—strengthening cross-team coordination and timely closure.

Goldman Sachs

Bengaluru, India

Senior Specialist – Deposit Fraud & Risk Operations

November 2022 – May 2024

- Investigated identity and account integrity **risk signals** across transaction and documentation workflows, identifying suspicious indicators and recommending **risk-based** actions.
- Prioritized time-sensitive, high-impact items while balancing turnaround **time and end-user** impact, ensuring accurate decisions and consistent resolution.
- Identified recurring issue patterns through trend analysis and root-cause reviews; escalated workflow/control gaps and partnered cross-functionally to implement process improvements, reducing recurrence by **10–12%**.
- Used SQL and Excel to **analyze patterns**, validate investigative hypotheses, and support well-documented escalation decisions enabling faster, more accurate resolution of **complex** cases.
- Synthesized frontline insights into recurring pain points and workflow **gaps** to inform workflow improvements and strengthen consistency across **operations**.
- Managed time-sensitive, high-impact queues by **triaging** issues, validating documentation and transaction signals, and escalating clear findings, balancing **turnaround** time with end-user impact to deliver consistent, well-documented **resolutions**.
- Served as a fraud subject matter contributor in **cross-functional** discussions with compliance and operational teams.
- Produced concise **summaries** of findings and recommended next steps to support **timely decisions** and reduce back-and-forth.

Hudson's Bay Company

Bengaluru, India

Associate – Digital Risk Management and Bank Card

January 2020 – October 2022

- Triage high-volume queues and validated documentation to drive consistent decisions and timely outcomes within quality standards.
- Coordinated with internal teams to resolve **missing/unclear** information and reduce delays during case handling and handoffs.
- Maintained detailed **case notes** and evidence references to enable smooth transitions, rework reduction, and consistent **decisioning**.
- Improved execution quality by following defined process steps, documenting **exceptions** clearly, and ensuring completeness of records.

PROJECTS

- Machine Learning Project (MSBA, UMass Amherst): Built and compared predictive models using R/SAP Predictive Analysis/XL Miner, delivering performance insights and recommendations.
- Austin City Project: Developed KPI dashboards and summaries to support stakeholder decision-making.

EDUCATION

University of Massachusetts Amherst, Isenberg School of Management

Master of Science in Business Analytics (GPA 3.9/4)

December 2025

- Relevant coursework: Business Intelligence & Analytics, Statistics for Business, Project Management, Leadership & Organizational Behavior, Cybersecurity Risk Management, Machine Learning for Analytics