Jacob Allan Jeyaraj

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Experience

Amazon, Transaction Risk Investigator — Bengaluru, India
Aug 2019 – Aug 2021

- Investigated and analyzed potential security and fraud risks, supporting compliance with transaction policies and contributing to improved fraud detection accuracy.
- Assessed risk levels, identified suspicious trends, and communicated findings to management to support data-driven decision-making.
- Improved team performance by creating and publishing weekly performance metrics reports, enabling data-driven adjustments that boosted productivity.
- Collaborated with cross-functional teams to enhance risk detection processes, reducing fraudulent activity, and streamlining escalations.
- Responsible for monitoring ticket queues and resolving service requests or escalating requests as needed within the stipulated SLA.

Netcomm Suisse, Business Analyst Intern — Lugano, Switzerland
Sept 2016 – Jan 2017

- Conducted a feasibility study for an online fashion community platform, evaluating tools, costs, and implementation options.
- Analyzed the company structure and business model to align the platform with organizational goals.
- Gathered and documented stakeholder requirements through interviews and workshops, ensuring alignment with project goals.
- Created wireframe mockups to visualize user journeys and support management to evaluate IT system options.
- Evaluated and recommended community management platforms, preparing cost estimates that informed decision making.

Education

Dipl. -Ing **Johannes Kepler Universität Linz**, Computer Science — 2024 – Present
- **Coursework:** Requirements Engineering, Software Testing, Artificial Intelligence

Msc **Università della Svizzera italiana**, Management and Informatics — 2015 – 2018
- **Coursework:** Project Management, Business Process Modeling and Management, Data Analytics, Business Intelligence

Bsc **Bishop Heber College**, Computer Science — 2010 – 2013
- **Coursework:** Programming in Java, RDMS

Academic Projects

Master's Thesis: Evaluating Secure Personal Memory Sharing with co-located people thesis.usi.ch

- Conducted a user research study with 20 participants as part of an EU-funded project (RECALL), analyzing user needs and documenting requirements for a human memory enhancement system.

Feature Miner – Git Commit Mining & Feature Prediction github.com

- Developed a FastAPI web application that analyzes Git commits and predicts software features using LLMs
- Implemented batch processing, patch-based prompting, and human validation workflow
- Integrated external REST APIs for automated commit management
- Tools Used: Python, FastAPI, GitPython, REST, Ollama, Jinja2

Skills

Programming Languages: Basic understanding of Python, Java, SQL

Tools & Frameworks: Maven, Gradle, Git

Data Analysis & Reporting: Excel, Tableau, Power BI

Modeling & Process Tools: BPMN, UML

Languages: English (Fluent), German (A2 – Beginner)