

ARAVIND D R

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WORK EXPERIENCE

Amazon, Customer Support Associate

May 2024 - Mar 2025

- Delivered top-tier customer support, addressing hundreds of inquiries and complaints daily with professionalism and patience, ensuring quick resolutions and high customer retention.
- Efficiently managed live chat support, maintaining an average chat handling time of less than 6 minutes, ensuring quick resolution of customer issues.
- Achieved a high customer satisfaction score of 96% through empathetic and solution-driven interactions, handling 60+ chats daily.
- Utilized Amazon's internal CRM and troubleshooting tools to provide seamless customer experiences, enhancing overall service quality.

YourCart, Product Management Specialist

Aug 2020 - Apr 2024

- Updated 2,000+ products in the application and processed 1,000+ customer orders.
- Promptly handled an average of 350+ customer issues, resolving service requests and product-related issues with a 94% customer satisfaction rate.
- Developed and executed social media strategies, growing brand presence across 4 platforms and increasing sales by 9%.
- Conducted market research and competitor analysis, identifying trends that drove a 15% improvement in product positioning.
- Analyzed and reported on key sales metrics, tracking weekly/monthly sales by department, new product sell-through, and offer code performance, leading to data-driven decision-making.
- Collaborated with cross-functional teams (marketing, sales, and development) to enhance product positioning, leading to a 40% increase in customer engagement and a 5% boost in sales conversions.

Shanaa Industries, Production Engineer

Oct 2018 - Jul 2020

- Processed high-quality raw materials, ensuring the delivery of 50+ tons of high-quality products monthly, consistently meeting production requirements.
- Optimized production efficiency, increasing output by 10% while reducing material waste by 25%.
- Introduced automation techniques, improving production speed by 20% and lowering labor costs.
- Led a team of 10+ production workers, providing training and ensuring adherence to safety and operational guidelines.
- Collaborated with the maintenance team, reducing equipment failures by 30%, ensuring smooth production flow.

ADDITIONAL INFORMATION

- Technical Skills:** HTML, CSS, Java, SQL, Git, MS Excel
- Certifications:** Data Analytics LIVE project on social media user data analysis | Trainity

INTERNSHIP

Trainity, Data Analyst Trainee

Jan 2023 - May 2023

- Developed a structured database to store and organize customer data, improving data accuracy by 40% through careful management and validation.
- Provided detailed reports based on social media platform statistics for marketing and investor teams, enhancing data-driven decision-making.
- Earned a Live Project Certificate for completing a Data Analytics LIVE project, demonstrating proficiency in data analysis and reporting.

EDUCATION

Master of Business Administration | E-Business
Annamalai University, Chidambaram, TN

Jun 2021 - Apr 2023

Bachelor of Engineering | Mechanical Engineering
Francis Xavier Engineering College, Tirunelveli, TN

Jun 2014 - Apr 2018