

# Aishwarya Vanshakruthmath

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## Summary

Versatile and analytical professional with a background in Computer Science Engineering and experience in customer experience management and data-driven decision-making. Proficient in data analysis, business intelligence, stakeholder management, and process optimization. Passionate about leveraging technology and data to improve operational efficiency and business outcomes.

## Education

**Visvesvaraya Technological University**, BE in Computer Science

June 2019 – May 2023

- CGPA: 6.83/10

## Experience

**SCCP Customer Experience Buddy**, Flipkart- Ballari,Karnataka

July 2023 – Present

- Analyzed customer experience metrics for region, identifying process gaps and improving response time.
- Collaborating with area managers to implement improvements, and effectively engaging with stakeholders to align expectations and drive customer satisfaction initiatives.
- Conducted data-driven insights and prepared reports, helping optimize customer satisfaction initiatives.

**ASP.NET Intern**, Aequus – Belgaum, Karnataka

Oct 2022 – Dec 2022

- Planned the multi-layered architecture of an ASP.NET project, defining the User, Admin, and Maintenance layers.
- Focused on developing the User Layer during the internship, implementing key functionalities for seamless user interaction.
- Collaborated with the team to design database schemas and optimize SQL queries for improved system performance.

## Awards

Best CX Buddy in South Zone for outstanding performance.

Recognized twice as Best CX Buddy in monthly town hall meetings.

## Projects

### Data Analysis on Customer Feedback (Self-Initiated)

- Collected and analyzed customer sentiment data using Python (Pandas, NumPy) and created visual reports in Power BI.
- Identified key factors influencing customer satisfaction, improving decision-making strategies.

### Curfew E-Pass Management System

- Developed a web-based PHP and MySQL application for managing curfew passes, enhancing operational efficiency during restrictions.
- Tools Used: HTML, CSS, PHP, MYSQL

### Official Website for Janta School

- Designed and developed a responsive website for a school using HTML, CSS, JavaScript to improve online accessibility.

## Skills

**Data and Analytics:**SQL, Excel, Power BI, Python (Pandas, NumPy), Data Cleaning, Reporting

**Technology and Software:**HTML, CSS, JavaScript, MS-SQL, SDLC

**Tools and Platforms:**Microsoft Office, Jira, GitHub, VSCode, Figma