

Aishwarya Vanshakruthmath

Belgaum, India | aishvmath@gmail.com | 8296277681 | aishwaryavanshakruthmath.netlify.com

Linkedin: Aishwarya | github.com/Aishwarya

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