Ramachandran Venkataraman

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PROFESSIONAL SUMMARY

I am passionate about leveraging my analytical skills and technical knowledge to tackle data challenges, deliver actionable insights, and contribute to organizational growth. I am now seeking a dynamic career opportunity in leadership where I can apply my expertise to drive impactful results and support data-driven strategies.

EXPERIENCE

Customer Service Representative, Amazon   **October 2023 - Current**

- Successfully handled over 50 returns and trade-ins on a daily basis, contributing to improved customer service and streamlined inventory by communicating effectively with store associates, amazon drivers, and management.
- Successfully resolved several conflicts daily, leading to enhanced customer satisfaction and a positive store environment by using clean customer service techniques, assisting with using the Amazon App, and mobile return process.

Customer Service Representative, CLEAR (SJC)   **June 2022 - August 2022**

- Ensured travels could access their accounts without delays, improving overall user satisfaction
- Successfully resolved account disputes, leading to increased trust and a more positive experience for travelers.

EDUCATION

MBA   **August, 2026**
San Jose State University

BS, Economics   **August, 2021**
San Jose State University

CERTIFICATION

UI/UX Bootcamp   **September, 2020**
UC Berkeley Extension

Data Analytics Professional Certificate   **February, 2022**
Google

SKILLS

Microsoft Office, Google Drive Suite, R/RStudio, BigQuery, Tableau, Power BI, Storytelling, Data Visualization, HTML/CSS/JS, Python, Communication, leadership