

Rounika Das - Analytics Project Summary

Project: Support Process Performance Tracker

Company: Amazon

Duration: Oct 2023 - Sep 2024

Built an Excel and SQL-based system to track SLA compliance and analyze response time delays in support operations.

Key Contributions:

- Designed Excel dashboard to track resolution time and SLA breaches.
- Integrated SQL data exports to automate reporting.
- Helped reduce delay in first-contact resolution by 12%.

SLA Compliance Rate

