ROUNIKA DAS  
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**Professional Summary**

Detail-oriented and analytical professional with 3+ years of experience across customer operations, data reporting, and workflow optimization. Proficient in Excel and SQL with hands-on exposure to process automation and data-driven decision making. Seeking roles in operations or data analysis to contribute technical insight and improve team efficiency.

**Core Skills**

* Excel (Pivot Tables, VLOOKUP, Charts)
* SQL (Joins, Aggregations, Filters)
* Data Cleaning & Reporting
* Workflow Optimization
* Dashboarding (Beginner Power BI)
* Cross-functional Collaboration
* Root Cause Analysis
* Customer Lifecycle Data

**Professional Experience**

**Amazon India – Operations Analyst (Remote)**  
Oct 2023 – Sep 2024

• Designed and maintained Excel dashboards tracking SLA compliance, reducing reporting delays by 40%.  
• Collaborated with Workforce Management team to analyze ticket volumes and optimize shift allocations.  
• Project: Support Process Performance Tracker – Created a custom tracker in Excel using pivot tables and SQL data pulls to identify issue resolution delays, leading to a 12% improvement in first-response resolution.

**Practo Technologies – Product Support Analyst**  
May 2021 – Mar 2022

• Analyzed trends in support tickets and built recurring issue reports, contributing to faster product fixes.  
• Assisted team leads in daily ops review by delivering reports using Excel formulas and summary charts.  
• Project: Weekly Client Health Dashboard – Developed a client feedback tracker using Excel + manual SQL exports to assess satisfaction trends across clients; insights led to a 20% drop in repeated complaints within 2 months.

**Genisys – Senior Executive (Tax Ops)**  
Jan 2019 – Nov 2019

• Managed GST filings for clients; reconciled and corrected ledger data in Tally for compliance.  
• Created templates to simplify client reporting and reduce manual processing time by 30%.

**Education**

B.Tech in Electrical Engineering  
Techno India College of Technology, Kolkata | 2018  
GPA: 7.32 | Robotics Club Secretary

**Certifications**

* SQL Basics for Data Analysis – Mode Analytics / Simplilearn / Udemy
* Excel for Data Management – Microsoft Learn / Great Learning
* Basics of Power BI – Coursera / YouTube Self-Learning

**Languages**

English | Hindi | Bengali