AISHWARYA M. KULKARNI

Solution Analyst

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Nashik, Maharashtra ⌂

SUMMARY

Experienced KDP Support Analyst with a 1.5-year tenure in Kindle Direct Publishing. Recognized for strong problem-solving abilities, attention to detail, and customer-centric approach. Excel at analyzing complex data and transforming it into easily understandable insights. Proven ability to streamline processes, increase efficiency, and coordinate cross-functional teams. Have a keen interest in business strategy, operations, and process improvement. Adept at communicating effectively between technical and non-technical teams. Seeking a role as a Business Analyst, eager to leverage analytical prowess, strong communication skills, and business acumen to drive business strategy and performance.

EDUCATION

MET Bhujbal Knowledge City, Nashik
B.E Mechanical Engineering
2017 - 2021 | GPA 8.03

Sukhdeo Vidyamandir Jr. College, Nashik
12th Science
2015 - 2017 | 74.95%

SKILLS

- Customer Success
- Functional Support
- Microsoft Office Suite
- Solution Analysis
- CRM
- Process Analysis
- Project Management
- Troubleshooting
- SQL

CERTIFICATIONS

- German Language - B2

PROFESSIONAL EXPERIENCE

Sr. Support Analyst
IAmazon KDP | Jan 2022 - Present

- Customer Success: Managed customer relationships and queries effectively, ensuring high levels of customer satisfaction. Developed strategies to increase user engagement and retention.
- Functional Support: Assisted users with functional issues in the Kindle Direct Publishing platform, including uploading, formatting, and publishing e-books.
- Microsoft Office Suite: Leveraged MS Office tools such as Excel for data analysis and reporting, and PowerPoint for creating impactful presentations to drive decisions.
- Solution Analysis: Regularly analyzed user issues and requirements to develop optimal solutions, improving the overall user experience.
- CRM: Used CRM software to manage and track customer interactions, providing personalized and efficient customer support.
- Process Analysis: Identified inefficiencies in support processes and implemented improvements, increasing productivity by 20%.
- Project Management: Led projects to implement new features and updates to the Kindle Direct Publishing platform, coordinating cross-functional teams and ensuring timely delivery.
- Troubleshooting: Efficiently resolved technical issues related to e-book publishing, reducing customer complaints by 30%.
- SQL: Utilized SQL to retrieve and analyze data, enhancing the understanding of user behavior and improving the decision-making process.