Vishnu Venugopal
Program Management Specialist | Data Analyst

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PROFESSIONAL SUMMARY

Experienced, industry ready **Data Analyst** and **Program Management Specialist** with a passion for uncovering insights through data. Skilled in statistical modeling to transform complex datasets into clear, impactful stories that drive strategic decisions and meaningful results.

WORK EXPERIENCE

Program Specialist, Amazon, Hyderabad, India   12/2020 - 11/2023

Led project launches, process improvement, budget management and quality control initiatives, focusing on data-driven and analytical decisions for global ticketing operations and customer privacy within Amazon Device, Digital and Alexa Services domain.

- Coordinated with cross-functional team to deliver 26+ high impact projects annually, ensuring data-driven insights guided project outcome.
- Tracked and analyzed business metrics weekly using Tableau, identifying trends and implementing corrective actions to meet KPI targets.
- Implemented a new global promo-code system for Amazon Music service, identifying process gaps and optimizing code distribution, contributed to $123K+ in annual savings and a 168% ROI for the financial year 2022-23.
- Led fraud detection initiative for Twitch Prime service resulting in a reduction of fraudulent accounts by 28% and fraud incidents by 30%.
- Improved team efficiency by 40-50% through SOP updates and workflow automation, saving 28 days annually on resolution delays.
- Applied data insights to resolve high-priority escalations related to Alexa AI privacy and UX issues reducing escalation volume by 70%.
- Directed a team of 10 to achieve 96% efficiency in ticketing operations, leveraging performance data to drive continuous improvement.

Advanced Technician, Amazon, Pune, India   10/2019 - 12/2020

Provided high-level technical support, service quality enhancement, and team leadership and training to ensure exceptional customer satisfaction and efficient operations.

- Achieved 90% customer satisfaction scores by implementing a new ticket prioritization system, reducing average resolution time by 20%.
- Resolved 85% of high-level customer escalations through effective de-escalation techniques and CRM system management.
- Utilized data reporting to track customer issues providing valuable feedback to the product team to improve Amazon services, aligning support with evolving customer needs.
- Led a peer mentoring and coaching program, reducing onboarding time by 23% and improving service quality.
- Oversaw daily performance reports, identifying bottlenecks and implementing process changes improving team performance by 15%.

Virtual Technical Support Associate, Amazon, Pune, India   08/2018 - 10/2019

Supported Amazon's Digital, Device, and Alexa services customers with a data-oriented approach to troubleshoot issues and enhance customer satisfaction through actionable insights.

- Provided technical support for Amazon Digital, Device and Alexa services, achieving a 95% first-contact resolution rate and 4.8/5 customer satisfaction.
- Managed a high volume of customer interactions, leveraging data insights to reduce resolution time by 30%, ensuring efficient service.

SKILLS

Project Management: Agile, Lean Six Sigma (DMAIC, PDCA), Waterfall, Continuous Process Improvement.
Technical Skills: Python, Tableau, SQL, R, ASANA, Big Data, Spreadsheets, Power Point.
Data Analytics: Data Modeling, Data Mining, Predictive Analytics, A/B Testing, Statistics, Regression Testing, Data Visualization
Communication: Stakeholder Management, Cross-functional collaboration, Data-Driven Solutions, Data Visualization and Data story telling.

CAREER HIGHLIGHTS

Amazon Device and Digital Service Launch Support:

Spearheaded post-launch investigation and reporting of Amazon flagship devices and services, including firmware hotfix update rollout. Ensured timelines, regulatory compliance, and Agile integration. Conducted post-launch reviews, leveraging customer feedback and stakeholder input to identify and mitigate risks, implement corrective actions, and drive continuous improvement in product quality.

Optimization of Alexa Wi-Fi Support Workflow:

Restructured SOPs and troubleshooting workflows collaborating with engineering teams to reduce ticket open rates from 17% to 8%, surpassing the target rate by 52%, thereby improving the efficiency of Wi-Fi support for Alexa devices.

Streamlining Ticket Resolution for Amazon Music Webplayer:

Streamlined ticket resolution for Amazon Music Web Player by optimizing SOPs, resulting in a 278-bps reduction in Time-to-Resolve metrics, exceeding target goals and significantly improving customer experience.

Enhanced Alexa Device Issue Handling:

Identified and resolved gaps in LED/sound issue diagnostics for Alexa by creating new use cases within an Amazon internal diagnostic tool, reducing escalations to Software Engineering by around 150 tickets annually and saving an estimated 3000 minutes of support time.

CERTIFICATIONS

- **Google Data Analytics: Professional Certificate** – 02 November 2024
- **Google Project Management: Professional Certificate** – 18 July 2024
- **Lean Six Sigma: White Belt (CSSC)** – 26 May 2024

EDUCATION

Master of Arts - English Language, Linguistics and Literature | Fergusson College, Pune, India   07/2017 - 06/2019
Bachelor of Arts - English Literature (Major) and Psychology (Minor) | Fergusson College, Pune, India   08/2012 - 04/2016