

RITU KUSHWAHA

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SUMMARY*

"Product Management and 2+ years of experience at Amazon in data operations and business analytics. Skilled in building data-driven solutions, managing project workflows, and collaborating across teams to improve user experience and process efficiency. Strong communication, problem-solving, and multitasking abilities with a focus on customer satisfaction and productivity. "

SKILLS

Analytics & Reporting: Excel, Google Sheets, MS office, Vlookup, Pivot table, Basic SQL, Canva, Visualization, Dashboard Development

Product Management: Project Lifecycle Management, Requirement Gathering, Market Research, Project Roadmaps, User Feedback Analysis, Agile/Scrum

Collaboration: Communication, Stakeholder Management, Cross-functional Collaboration, Workflow Optimization

Operation: Customer Support, Email & Chat process, Issue Resolution, CRM Tools, SLA, CSAT, QA Compliance

PROFESSIONAL EXPERIENCE

AMAZON: GO-AI Associate, ML data Operation

AUG 2023–SEP 2025

- Managed operational workflows ensuring high accuracy and efficiency.
 - Trained and guided new joiners on SOPs and quality standards.
 - Created performance reports and dashboards to track KPIs and improve decision-making.
 - Delivered 100% accuracy in operational tasks with consistency and adherence to deadlines.
 - Displayed strong problem-solving skills and ability to manage prolonged annotation tasks effectively.
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PROJECT EXPERIENCE

JUL 2020–MAY 2023

Gaming Analytics

- Analyzed player behavior and monetization funnels to improve engagement and retention metrics..
- Suggested in-game feature enhancements based on DAU trends and churn analysis.
- Tools: SQL, Google Analytics, Excel

Social Media Reputation Monitoring

- Developed a Power BI dashboard integrating API data to monitor brand sentiment across platforms..
- Delivered insights that informed campaign adjustments, improving positive engagement by 10%.
- Tools: Power BI, SQL, Google Alerts & APIs.

Sales Performance Dashboard

- Built an interactive analytics tool tracking regional sales KPIs for product categories.
 - Provided executives that improved sales forecasting accuracy by 15%.
 - Tool: Power BI, Excel, SQL.
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EDUCATION

GLA UNIVERSITY (MATHURA/UP)

MAY 2023

Bachelor of Technology (Computer Science and Engineering). 75 %

INTERSHIP JOVAC Hands on Dev-Ops AWS

Internship: GLA University Internship Program

- Successfully led the Hospital Management Website project, designing a user-friendly health service platform using HTML, CSS, and PHP.
 - Employed AWS services to enhance the website's functionality and reliability.
 - Developed the Resume Builder Website, enabling structured and professional resume creation with intuitive features.
 - Demonstrated technical expertise and leadership skills throughout the internship program.
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CERTIFICATE

- DevOps & AWS Cloud Practitioner – Jovac
- Excel Essentials – Udemy
- Essentials of Java – GLA University