



ANKITA DAS

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Experience

Amazon

Remote, India

Seller Support Associate

07/2020 - 11/2022

- Delivered personalized support to over 150 Amazon sellers, expertly resolving operational and financial challenges while enhancing overall business performance on the platform through tailored solutions
- Conducted reviews and investigations to resolve issues faced by sellers
- Oversaw seller accounts to ensure compliance with Amazon's policies, offering guidance on best practices and ensuring adherence to service level agreements
- Collaborated cross-functionally with internal teams (logistics, finance, technology) to escalate and resolve high-priority seller issues
- Managed the Seller onboarding process by supervising verifications, account setup, and product listings
- Managed seller payments, reimbursement requests, and dispute resolution to ensure smooth financial operations
- Analyzed seller performance metrics (order defect rate, late shipment rate, etc.) and conducted root cause analysis to identify and resolve operational inefficiencies
- Created internal process documentation, SOPs, and knowledge base articles to streamline workflows and improve response times for recurring issues
- Developed and initiated comprehensive internal documentation including policies, procedures, and operational guidelines

Ahuja Hive

Mumbai, India

Operations Associate

10/2019 - 03/2020

- Developed and implemented onboarding procedures by gathering business requirements from clients
- Coordinated with departments, stakeholders, and external partners
- Provided training and resources to help clients effectively use products and services
- Ensured operational processes supported high customer satisfaction and resolved service issues
- Collected feedback to continuously improve product quality
- Managed resources, including personnel, equipment, and budgets
- Oversaw campaign execution, monitored performance, and adjusted strategies to optimize results

Adwiz Digital LLP

India

Operations Intern

07/2019 - 10/2019

- Coordinated meetings, prepared agendas, and followed up on action items
- Participated in process improvement initiatives, analyzing workflows
- Responded to customer inquiries and processed service requests
- Conducted research, prepared presentations, and coordinated project tasks
- Facilitated team communication to ensure alignment and smooth workflows

Career Break

India

Time taken for career transition

2023-2024



Education

University of Calcutta
Bachelor of Commerce

India
08/2016 - 06/2019

Skills

- Customer Relationship Management: Salesforce, Zendesk
- Research & Analytics Strong analytical abilities and attention to detail.
- Microsoft Office: Excel, Word, PowerPoint, Outlook
- Project Management: Asana, Google Workspace.
- Client Relationship Management
- Communication skills: Verbal & Written
- Strong analytical, problem solving and organizational skills

