



# ANKITA DAS

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## Experience

### Amazon

Seller Support Associate

Remote, India

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

### Career Break

Time taken for career transition

India

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

