

Objective

Dedicated Quality Specialist with 1 year of experience at Amazon, with a proven track record of providing exceptional customer service and quality assurance. Skilled in collaborating with stakeholders to create SOP's, action plans, and implementing roadmaps. Seeking a challenging role where I can leverage my expertise to contribute to the success of a dynamic organization.

Experience

• Amazon

Quality Specialist

- Responded to external customer queries promptly, ensuring exceptional service and satisfaction.
- Tracked, measured, and reported performance metrics, continuously evaluating effectiveness to drive improvements.
- Swiftly conducted investigations into compliance cases, efficiently analyzing data to understand and mitigate customer queries.
- Collaborated with stakeholders to create SOPs, action plans, and implementation roadmaps, facilitating clear and effective workflows.
- Managed a high volume of customer interactions, consistently meeting performance goals and maintaining a high level of customer satisfaction.
- Collaborated with cross-functional teams to identify and resolve product issues, contributing to overall product improvement.
- Participated in training sessions and workshops to stay updated on product knowledge and support best practices.
- Performed quality audits in a timely and efficient manner.
- Participated in both external and internal audits, ensuring compliance with regulatory requirements.
- Implemented process improvements to increase efficiency and quality of output.
- Investigated and resolved customer complaints in a timely and efficient manner.
- Maintained 100% RAP for 1 quarter and maintained 5.10 sec CHT in chat support and provided 100% customer support without any repeat contact for 3 months.
- More than 13 SOP Policy updates has been implemented by working with the Content Developer team and Tool Program team.
- Implemented a combination of Google Analytics for web feedback and Tableau for data visualization.
- Supported users, managed data, maintained security standards and delivered actionable analytics with AI

Education

• SYMBIOSIS INTERNATIONAL UNIVERSITY PUNE

Currently Pursuing MBA in Human Resource Management (Distance)

• SAVITRIBAI PHULE PUNE UNIVERSITY

Bachelors of Business Administration in Computer Application

Tools

• Hazbot

AI based communication tool to search the appropriate SOP's with the Keywords.

• Amazon Logistics

Inbuilt tool used for facilitating deliveries for goods ordered on Amazon.

- Data Analysis

Achievements & Awards

- Been awarded best employee for 2 months (Nov 2022, Dec 2022)
- One of the top contributors in SOP updates and project initiatives.
- Awarded with Best mentor for maintaining 100% escalation free month.

Interests

- Reading
- Music
- Anime
- Dancing
- Sketching

Languages

- English
- Hindi
- Marathi
- Malayalam

Technical Skills

- SQL
- Javascript
- Java
- HTML
- API

Certification

- Advance Email Marketing Certificate
- SEO Certificate
- Business Certificate