Saurabh Sandhikar
SAURABH SANDHIKAR

Hyderabad, Telangana - Email me on Indeed: indeed.com/r/Saurabh-
Sandhikar/
e490c0d49e5aa698

Willing to relocate to: hyderbad, Telangana

WORK EXPERIENCE

Advocacy Operations Specialist

AMAZON

Advocacy operations specialist
What I Do at my current job?
Investigation and analysis of private social media posts related to
delivery
experience and presentation of data to the stakeholders.
Management of service areas and logistics routing for Amazon delivery
partners is
UK and NA marketplace.
Resolving Trouble Tickets of high severity and updating leadership and
team about
ongoing issues.
Managing rate hikes and peak pricing for Amazon delivery partners during
bad
road/weather conditions
My performance at work:
I was responsible for improving the delivery experience of hundreds
Amazon flex
delivery partners by resolving their issues which they posted on private
social media
group (investigating the issues, driver related information and
escalating to the right
leadership)
I was responsible for helping nearly 30 amazon delivery partners (flex)
from wrongly
getting terminated from work.
I reported many app related issues by investigating the posts by delivery
partners, resolved flaws which effected work productivity. (Because of my
computer
science background I was able to understand the app issues faced)
I was awarded as the best performer of the team during peak end (annual
event)

Microsoft Student partner

Microsoft

Microsoft Student partner

EDUCATION

B.Tech in CSE

Gandhi Institute of Science And Technology (GITAM) University

June 2012 to April 2016

Delta Academy for IIT-JEE

May 2010 to May 2012

St Georges Grammar School

June 2009 to April 2010

SKILLS

EXCEL (Less than 1 year), HTML (Less than 1 year), JAVASCRIPT (Less than 1 year), MS EXCEL
(Less than 1 year), SQL (Less than 1 year)

ADDITIONAL INFORMATION

years.
Microsoft student partner-Developed applications and games for windows and
windows phone store and held presentations in engineering colleges informing
students about latest technologies.
Microsoft Certified Technology Associate: Web Development Fundamentals.
Completed Microsoft Leadlab & Global Sharpers Fellowship.
Completed Ethical hacking courses by Computer Society of India and Ankit Fadia.
Participated in State level table tennis championship for 3 years.

SKILLS SQL
MS Excel
HTML
Javascript