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## Skills

- Fishbone diagrams
- Quality Metrics
- Documentation And Reporting
- Quality Management & Assurance
- Internal Audits
- Problem-Solving
- Calibration Management
- Process Validation Techniques
- Team Collaboration
- Issue Resolution
- Correction action planning
- Risk Management

## Education And Training

03/2023

### **MBA:**

Human Resources Management

### **GVR&S (JNTUK)**

Guntur

04/2018

### **Bachelor Of Science:**

Electrical, Electronics Engineering Technologies

### **Vignan's Lara Institute Of Technology & Science**

Guntur

## Certifications

- Lean Six Sigma Certification
- Quality Management for Operational Excellence

## Languages

**Telugu:** First Language

### **English:**

C2

Proficient (C2)

### **Hindi:**

C2

Proficient (C2)

# Naga Pranavi Agasthyaraju

## Summary

Accurate quality assurance specialist with several years of experience in the field QA. Sound decision-making and performance analysis talents. Collaborates with groups or work independently with minimal supervision. Proficient in various software packages.

## Experience

### **Amazon Global Operations - Artificial Intelligence - QUALITY SPECIALIST**

*Hyderabad*

*09/2021 - Current*

- Perform Quality Audits, review errors, verify SOP non-adherence cases and provide feedback to the customers, stakeholders within the standard SLA.
- Perform Root Cause Analysis and follow-up to major incident reviews, create permanent corrective actions and drive problem resolution. Execute Weekly Business Review for Quality vertical and highlight areas of concern with actionable.
- Administer regular Audit calibration, feedback sessions with the stakeholders and customers.
- Perform Audit portal testing, project planning, deep-dive and implementation across multiple teams.
- Provided technical support to manufacturing operations regarding process capability and optimization strategies.
- Created and maintained detailed reports on all aspects of the quality management system including corrective action plans by collaborating with management.
- Reorganized and revised standard operating procedures to streamline processes and improve communication and collaboration.
- Prepared and presented detailed reports on quality metrics, trends, and improvement initiatives to management.
- Assisted in the development and validation of testing methods for quality control purposes in pilot projects.

### **Amazon Global Operations - Artificial Intelligence - MACHINE LEARNING DATA ASSOCIATE**

*Hyderabad, India*

*07/2020 - 08/2021*

- Monitoring the event, Analyze and make best use of the human judgement and available resources to resolve systematically escalate problems.

### **Department Of Space Processing DRDO (RCI) - Technical Assistant**

*Hyderabad, India*

*07/2019 - 07/2020*

- Monitored signals using specialized meters to identify any problems that may exist in the reception or transmission of signals.