

Vanshika Lodhi

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Career Objective

An organized and dedicated individual with experience in operations and customer service, skilled in improving processes and providing excellent support through calls, chat, and email. I am eager to use my problem-solving skills, teamwork, and multitasking abilities to enhance customer satisfaction and contribute to the smooth running of operations.

Skills

Operations: POS, Customer service, Supply Chain Management, Forecasting Analysis, Lean Six Sigma, Quality tools

Technical: Microsoft Office products (Outlook, Word), Advanced Excel, Google Spreadsheets, Basic SQL

Soft Skills: Flexibility, Teamwork, Adaptability, Communication, Problem-solving, Time Management

Experience

Customer Service Associate (CAP-L2)

July 2024 to Jan 2025

Amazon (Bhopal)

- Deliver excellent customer support via call, chat, and email.
- Promptly address and resolve customer queries, concerns, and complaints with professionalism.
- Conduct follow-ups to ensure customer issues are fully resolved and satisfaction is achieved.
- Assisted customers with queries and concerns related to concessions and service issues, ensuring a positive customer experience.
- Collaborated with team members to streamline processes and improve overall service efficiency and customer satisfaction.
- Contribute to identifying and implementing improvements in processes to elevate the customer experience.
- Stay informed about company guidelines, procedures, and product updates.
- Efficiently use various tools and software to manage customer service operations.

Operations Executive

Feb 2024 to July 2024

Eminent United Services Private Limited (Dehradun)

- Collaborated with the Concert team to implement Concert Pricing Rules for accurate pricing during events.
- Worked on maintaining data sheets in Google Sheets using VLOOKUP and other formulas for accurate data and maintaining Excel sheets to track the list.
- Managed inventories in Ticket Network POS through the Pricing Tool to optimize pricing strategies and maximize revenue.
- Conducted pricing analysis, followed up on tasks, and ensured timely issue resolution to maintain smooth operations and customer satisfaction.
- Demonstrated strong follow-up skills, achieving a 95% resolution rate for customer issues, contributing to smooth operations and high customer satisfaction.

Software Development Engineer

May 2022 – Dec 2023

Dynapt (Delhi)

- Developed and maintained web applications using front-end technologies, ensuring seamless functionality and optimal user interaction.
- Assisted in designing, developing, testing, debugging, and maintaining services to meet user needs.
- Led staff meetings to delegate tasks, assign workloads, communicate changing priorities, and facilitate client calls or meetings, resulting in a 25% improvement in team productivity.

Web Development Intern

Oct 2021 – April 2022

Dynapt (Delhi)

- Dedicated time to personal growth, and attended regular training sessions to broaden web development capabilities.
- Created comprehensive documentation for all support systems and codes to effectively train new and existing team members, leading to a 20% reduction in onboarding time for new hires.
- Conducted thorough troubleshooting of websites on different browsers to identify and resolve quality issues, resulting in a 25% decrease in user-reported bugs.

Education

Vindhya Institute of Technology & Science

2018

BE, Electrical Engineering; 7.6 CGPA

12TH

2014

Govt. Girls Hr. Sec. school; 74.6 %

10th

2012

Govt. Girls Hr. Sec school; 87.5%

Projects

Concert Team

- Utilized LogMeIn Client Remote Control application proficiently to manage POS systems remotely, ensuring operational efficiency and reducing system downtime by 20%.

- Implemented Concert Pricing Rules, optimizing pricing strategies and maximizing revenue during events.
- Conducted regular seat availability checks and updates, ensuring a seamless experience for customers and increasing ticket sales by 20%.
- Utilized Excel for data management, analysis, and reporting, supporting decision-making and operational efficiency in concert pricing, resulting in a 25% reduction in pricing errors.
- Contributed to the development and refinement of pricing strategies to maintain a competitive edge in the market.

Dynapt Website

- Executed updates and managed migration to Joomla using FileZilla, doubling the speed of data transfer between servers, and ensuring a swift and efficient transition for our team.
- Enhanced website functionality and design, resulting in a remarkable improvement in user experience and overall performance.

Stemz Healthcare

- Provided support processes by resolving an average of 5 tickets per day, achieving a 95% satisfaction rating, ensuring prompt resolution of live issues.
- Implemented frontend application changes based on new change requests (CR), enhancing system functionality by 15%.
- Deployed code on various servers and maintained logs, improving tracking and troubleshooting efficiency by 20%.
- Delivered knowledge transfer sessions to new project members, facilitating a smooth onboarding process and providing valuable insights into the project, resulting in a 30% increase in team productivity.

Certifications

Able’s Operations program	Feb 2024
Lean Six Sigma White & Yellow Belt	Feb 2024
TCS NQT	Nov 2023

Awards & Honors

First place in the Diwali rangoli competition at Dynapt	Oct 2022
First place in Tongue twister competition at Dynapt	Oct 2022