**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, Supply Chain Management, Forecasting Analysis, Lean Six Sigma, Quality tools

**Technical:** Advanced Excel, Google Spreadsheets, Basic SQL, HTML, CSS

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

**Experience**

**Customer Service Associate (L2)**  **July 2024 - Present**

**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.
* 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