

## SAYALI SHELOTE

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Dynamic Senior Advisor and Service Specialist with a proven track record at Sears Holdings India and Amazon Development Centre. Excelled in resolving complex seller and customer issues, achieving a 100% training graduation rate. Skilled in SQL and Power BI, alongside exceptional problem-solving abilities, and customer service excellence.

### Skills –

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- Data Analysis, Written & verbal communication, Database Management
- Advance MS office skills, Power BI, Power Query, Tableau, SQL
- Intermediate proficiency in MS Word, Outlook, and PowerPoint
- limited working proficiency in Embedded C, Core Java, Linux, Android programming
- Good problem-solving ability, flexible, adaptability, time management, progressive
- Customer oriented, good listener, highly organized and attentive to details

### Project –

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Analyze a dataset related to insurance pricing to create an insightful Power BI dashboard. The goal of this project is to visualize key trends and factors that influence the predicted insurance charges for individuals based on demographic and lifestyle data.

### Education –

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Bachelors of Engineering (E&TC) 2012-2016 – 69.06%

### Experience –

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#### Senior Advisor – Seller Support

**Sears Holdings India** | Dec 2022 – Present

- Resolve seller issues and act as a point of escalation for seller issues
- Analysed and resolved seller issues using Excel tools such as pivot tables, VLOOKUP, and conditional formatting to clean data, identify trends, and track case timelines, ensuring accurate and efficient resolution processes.
- Developed automated Excel macros and created visual reports to streamline data management, generate insights on seller performance, and optimize workflows for improved efficiency and decision-making.
- Adopt process modifications effectively. Additionally, see to tools SysAid, Raise a ticket on JIRA.
- Managing high volumes of emails in a timely manner

## **Customer Service Specialist**

**Amazon Development Center** | Mar 2018 – 2022

- Worked in different Skills like Search and Rescue, Login and Pay with Amazon, Large Appliances and Furniture, Prime, and Account Security.
- Part of Pilot Chat support launch for Amazon.in and assisted customers on email medium for various skills.
- Provide support for New Hires Trainees with 100 % graduation result.
- Trained and handled different marketplace chats and email of Amazon. like Amazon.uk, .ae, .jp etc

## **Rewards and Recognition –**

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- Primary RAP Winner Award - For scoring RAP
- WWCS Prime day 2022 award for support Together Campaign during Prime Day
- Smile champions award for achieving quality and productivity goals
- Phone Tool Award is in recognition to all the brave-hearts who are successfully trained on IN S&R (Search and Rescue) profile handling negative response and repeat customer contacts while solving issues related to Amazon.in customers.