Sasidhar Digaveedhi

Process Lead at Amazon.com |Operational Excellence | Supply Chain Management | People Management

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📱 9951286946

👤 Career Growth

● Process Lead - ROC-DM- North America in Amazon.com
Oct 2017 – Present

● Associate – Wipro Pvt Ltd
Mar 2017 – Oct 2017

● Associate Analyst – Global Logic Technologies Pvt Ltd
Oct 2016 – Dec 2016

● B.Tech (Electrical & Electronics Engineering)
JNTU Anantapur
(2012 – 2016)

Dedicated Team Leader with expertise in quality assurance initiatives, issue resolution and interpersonal communication. Proficient with project management, personnel training and production scheduling. Sets example for work ethic, punctuality and quality.

🧠 Professional Summary

- A competent professional offering more than 6 years of experience in IT industry.
- Have managed end-to-end execution of projects from conceptualization to implementation of solution delivering customer experience, operational efficiency and cost savings.
- Working knowledge of CCM (Call center Manager), Paragon (queue management tool), Aspect.
- Experience working with distributed teams, often in different countries.
- Strong prioritization and time management skills, with a high degree of flexibility.

Skills:

- Teamwork and Collaboration
- SLA management
- Middle mile Operations
- Disruption Management
- Supply chain and Logistics
- Good Verbal and Written Communication skills.
- Good logical reasoning & analytical skills.
- Multi-tasking capabilities.
- Problem-Solving

🎓 Academic Details

- B.Tech in Electrical and Electronics Engineering from Rajeev Gandhi Memorial College of Engineering and Technology in Andhra Pradesh under Jawaharlal Nehru Technological University Anantapur in 2016.
- 12th from Sri Chaitanya Junior College, Andhra Pradesh, Vijayawada, in 2012.
- 10th from Surya Deva Residential School, Andhra Pradesh, in 2010.

💼 Organization Experience: Roles and Responsibilities

Amazon.com
Team Leader – ATS Line Haul- Disruption Management- North America
Jan. 2022 – Present

- Handling team of disruption management
- To communicate with external customers (Carriers/ Vendors/ Suppliers) and internal customers (Fulfillment centers, business stakeholders)
- Responsible for developing, designing and monitoring KPIs to support operational and business decisions
- Presenting weekly business report and monthly business report to the business stakeholders
- Scoping out business and functional requirements for the Amazon technology teams to create and enhance the software system for disruption management
- Identifying the business impact of trends and making data backed decisions
- Introducing, designing and directing analytical solutions to help business
- Created and distributed monthly, quarterly and annual reports to management regarding performance.
- Fostered positive employee relationships through communication, training and development coaching.

Amazon.com
Transportation Specialist – ATS Line Haul- Disruption Management- North America
Oct 2017 – Dec 2021

- Work across the NA in a cross-functional environment with Vendors, Carriers, FCs and to determine future demand and translate that into accurate capacity plans.
- Facilitating the flow of information between different stakeholders (Trans Carriers/Hubs/Warehouses) and resolve any potential issues that impact customer experience and business continuity.
- Scheduling the loads and booking Adhocs for the inventory in and out of FCs
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- Analyse/ forecast data and notice trends and be able to drive Customer Experience without Compromising on time.
- Handling OBWR (outbound war-room)

Wipro BPS Private Ltd
Associate─ Hyderabad
Mar. 2017 – Oct. 2017

- Fair share of ads are approved/rejected by the system initially
- Rest of the ads are flagged for manual review, we the ad review team check the ads if they are under the ad policy of that particular product and approve/reject accordingly
- Peer review of the ads, in which fairness of judging the ads is checked and thereby maintaining the quality above the required
- Reviewing add words policies defined by client (Google).
- Recognized by management for providing exceptional customer service. Worked successfully with diverse group of coworkers to accomplish goals and address issues related to our products and services.

Global Logic Private Ltd
Associate Analyst – Hyderabad
Oct. 2016 – Dec 2016

- YouTube (Audio-Video Labels) & Open Image Dataset Process, related to Google are the machine learning approaches having accurate information.
- In YouTube (AVL) process, audio-level labels provide information for improving audio understanding which can lead to better audio search and discovery based on the labels.
- The task is we need to rate the presence of labels like music, speech etc. by listening to the audio segment in the video(reference) and assign particular label on it.
- In Open Image Dataset Process, the dataset consisting of images that have been boxed up tightly based on different entities.
- The task is we need to click the image based on the given entity, box up tightly, verify the box and finally give attribute to image based on the box.

Personal Details:

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