

Rushal Bagde

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OBJECTIVE

I am seeking opportunities where I can fully apply my skills, learn new ones, and contribute to the success of the organization. Focused on delivering high-quality results, I aim to continue growing professionally and personally. Passionate about learning, problem-solving, and driving positive outcomes, I am dedicated to excelling in every task I undertake.

WORK EXPERIENCE



Customer Service Associate

Amazon

05/2024 - Present

Roles and Responsibilities:

- Customer Issue Resolution:** Handled over 40+ customer inquiries daily, achieving a 95% resolution rate for product and service-related issues.
- Order Management:** Assisted customers with orders, shipments, returns, and refunds, ensuring adherence to company policies and reducing processing errors by 15%.
- Feedback and Process Improvement:** Identified recurring issues and provided actionable feedback to improve customer experience and streamline internal processes.
- Documentation Accuracy:** Maintained detailed records of interactions and transactions, increasing the data accuracy by 20% for future references.
- Adaptability:** Successfully operated in a rotational shift environment, maintaining performance consistency during high-demand periods.
- Customer Satisfaction:** Contributed to an average Customer Satisfaction Score (CSAT) of 4.8/5 through personalized and efficient support.
- Collaboration:** Coordinated with internal teams to address complex issues, reducing escalation rates by 10%.



Project Coordinator

Pragma Edge Inc.

08/2023 - 03/2024

Roles and Responsibilities:

- Team Leadership:** Managed two different teams on two different IBM projects (IBM Maximo and IBM watson x) consisting of 21 team members, achieving 100% on-time delivery of project milestones.
- Goal Setting & Strategy:** Designed and implemented short-term and long-term goals with clear ETAs, improving team alignment and productivity by 15%.
- Task Management:** Planned, organized, and reviewed daily tasks, ensuring consistent progress and minimizing delays.
- Reporting & Tracking:** Created presentations, maintained spreadsheets, and tracked project performance via dashboards in Azure DevOps and Jira, increasing reporting accuracy by 30%.
- Stakeholder Collaboration:** Acted as the primary point of contact between the team and stakeholders, ensuring seamless communication and alignment on project objectives.
- Agile Practices:** Facilitated sprint planning, backlog refinement, and capacity planning, optimizing team efficiency and meeting 95% of sprint targets.
- Meeting Coordination:** Scheduled and managed meetings with clients, stakeholders, and teams, ensuring smooth collaboration and progress updates.
- HR & Administrative Support:** Managed team timesheets, leave approvals, and performance evaluations on ZOHO, improving process transparency.
- Performance Evaluation:** Conducted regular performance reviews, providing constructive feedback that enhanced individual team member efficiency by 10%.

QUALIFICATIONS

Master of Business Administration (M.B.A.) in Marketing and Human Resources.

Institute of Public Enterprise (I.P.E.), Hyderabad.

Bachelor of Business Administration (B.B.A.)

Brijlal Biyani College, Amravati.

H.S.C. (Computer Science)

Shri Shivaji Science College, Amravati.

S.S.C. (State Board)

Holy Cross Convent, Amravati.

PROJECTS AND INTERNSHIPS

Marketing Intern at Woolworths Holdings Limited, Mauritius (on-site)

Description:

- **International Experience:** Successfully completed a one-month internship focused on marketing, gaining cross-cultural business exposure.
- **Enhanced Brand Presence:** Worked on marketing strategies across six stores, improving customer engagement through personalized campaigns.
- **Customer Loyalty Insights:** Analyzed loyalty programs and proposed improvements that increased customer retention.
- **Cross-Functional Collaboration:** Coordinated with graphic designing and digital marketing teams to create customer-focused content, ensuring alignment with the brand's values.
- **Optimized Customer Communication:** Assisted in creating and managing targeted email campaigns.
- **Streamlined Workflow:** Identified repetitive tasks in social media and marketing campaigns, suggesting improvements that saved time and enhanced team efficiency.
- **Customer Experience:** Worked directly with customers at all six store locations, improving satisfaction and loyalty metrics by gathering actionable feedback.

Global Immersion Program, Dubai – 2023 (on-site)

Description:

- Participated in the Global Immersion Program held in the Rochester Institute of Technology (R.I.T.) Dubai for 5 days.
- Attended different lectures and visited the Intel Corporation Innovation Centre at Dubai Technology Entrepreneur Campus (Dtec) and Apple Innovation Center at the Mall of Emirates.

Social Media Marketing Intern at Unschoool (virtual)

Description:

- Utilized social media to generate leads, boosting enrollment by 15%.
- Promoted courses and internship programs effectively.

CO-CURRICULAR / ACHIEVEMENTS

Marketing Club Coordinator (2022-2023)

IPE, Hyderabad

- Created content and managed the social media pages of Tarang – The Marketing Club, IPE.
- Participated in the Start-up Boot Camp organized by the E-cell in association with the Entrepreneur Zone.
- Volunteered in Sanskriti – 2022, an Annual Flagship Event of IPE, Hyderabad.

CORE COMPETENCIES / SKILLS

Microsoft Office	AC3	Azure DevOps	ZOHO	Jira	Canva	Content Creation and Creativity
Editing (Photography and Videography)	Detail Oriented	Fast Learner	Leadership	Team Management		
Organizational Skills	Effective Communication	Positive Mindset	Problem Solving	Time Management		
Agile Methodology	Active Listening					

CERTIFICATIONS

Digital Marketing	Advertising and Copywriting	Graphic Designing
Public Speaking Training	Google Ads Search	Google Ads Display
Business Management and Entrepreneurship		