



Surabhi N

EXPERIENCE

October 2021 - Current

Process Design Assistant Manager Flipkart Internet | Bengaluru, India

- Analyzed data to identify and reduce supply chain risks and inefficiencies, resulting in a 0.5% reduction in delivery re-promise breaches.
- Design process that streamlined workflows and increased design efficiency of CRM issue management
- Building technical and installation demo service industry processes end to end
- Helped senior management plan and carry out daily operations and meet key objectives.
- Worked closely with external team to implement changes in process design, completing within tight deadlines.
- Collaborated with engineers and technicians to design and implement new system processes.
- Handled all elements of process mapping, analysis and design, effectively developing business change.
- Identified process gaps through key design and execution testing and analysis.
- Designed new and enhanced existing processes to maximise the efficiency and outputs of the contact Centre.

September 2020 - October 2021

Process Design Lead Flipkart Internet | Bengaluru, India

- Design process that streamlined collaboration between stakeholders and contact center, resulting in a 2% reduction supply chain related escalations and contacts.
- Designed a set of process that improved the efficiency of the design process for contact center consultant to improve customer satisfaction by 5%
- Designed a data-driven process designing that reduced the number of design iterations by less than 10%

September 2018 - September 2020

RCA and CAPA - Lead Flipkart Internet | Bengaluru, India

- Developed and implemented a corrective and preventive action system that reduced customer complaints landing to contact center
- Analyzed data to identify and reduce order journey failure risks and inefficiencies, resulting in a 5% reduction in customer escalations.
- Customised customer experiences to build customer trust

June 2016 - September 2018

Technical Team Leader Flipkart Internet | Bengaluru, Karnataka

- Identified and addressed impediments to team progress and

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SUMMARY

7+ years of experience in the customer service industry with functional knowledge on process design for e-commerce platforms, creating a robust process design model to improve the current challenges of degrading customer experience for the platform.

SKILLS

- Ecommerce and Customer service knowledge
- Self-motivation
- Critical thinking and problem solving
- Conflict Resolution
- Effective Time Management
- Ability to Multitask
- Communication
- Microsoft Office
- Decision Making
- Ability to Work with Collaboration & Teamwork
- Ability to Work Under Pressure
- Fast Learner
- Adaptability
- Project Management
- Relationship building and management

- success, resulting in a smoother flow of work and improved team morale
- Created and implemented effective technical solutions and documents, to reduce defects rate.
 - Developed junior consultants through targeted coaching and mentoring, improving capabilities and competencies of technical teams.
 - Managed diverse technical projects through process change, improvements and roll-outs.

September 2014 - June 2016

Senior Technical Specialist Flipkart Internet | Bengaluru, India

- Troubleshoot and resolve complex technical issues with minimal guidance resulting in reducing defects and improving customer experience.
- Used excellent listening skills to obtain and note all information of customer issues, helping to solve problems more effectively.
- Utilised exceptional communication skills to explain complex technical concepts to non-technical service users.
- Provided exceptional customer care, resolving technical concerns accurately and efficiently within agreed timeframes.

EDUCATION

2014

Bachelor of Engineering

SJCIT, Bengaluru, KA

- Telecommunication Engineering Graduate

11th and 12th | Science

St.Xaviers, Sikkim

ACCOMPLISHMENTS

- improved efficiency and quality which resulted in cost savings and improved customer satisfaction