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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

# 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.
- Comacis
- 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 then 10%

September 2018 - September 2020

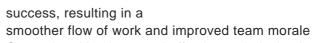
#### RCA and CAPA - Lead Flipkart Internet | Bengaluru, India

- 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



- 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 techinical 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