

Name CHITHRANKA M K
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Address #195, 5TH Cross, Opp Mariamma temple, Ashwath nagar, Marthalli Post, Bangalore - 37

CAREER OBJECTIVE

To continue my career with an organization that will utilize my skills and gain further experience while enhancing the company's productivity and reputation.

PROFESSIONAL SUMMARY

Able to handle extremely high work volume with sustained focus. Good interpersonal and communication skills in working with team as well as an individual contributor. Dedicate myself to obtain a challenging position in an industry and be an asset to the organization.

PROFESSIONAL EXPERIENCE

❖ Company	Mphasis Limited, Bangalore
Role	Transaction Process Officer
Period	26 TH October 2016 to March 16 th 2018
❖ Company	Food Panda Limited, Bangalore
Role	Senior Executive Officer
Period	15 TH September 2018 to March 10 th 2020
❖ Company	Amazon India Pvt Ltd
Role	Central Ops Support Executive
Period	13 th September 2021 to Still

Responsibilities

- Data Auditing, creating Data Reports and monitoring all data for Accuracy.
- Responsible for allocating work to the Team Members and chasing them to complete the work within given period of time.
- Providing Qualitative and Quantitative data to colleagues and clients.
- Quality checking the work done by Particular Agent and rectifying the mistakes, and sending back the Quality check file to client (UK).
- Monitoring the daily operations and metrics of sellers and their Seller Flex sites via connects, emails and coordinating with the internal stakeholders.
- Liaise between field executives/sellers and various internal and external stakeholders for efficient and timely execution of operations.
- Received incoming calls and addressed phone/email requests to reduce delay in the process.
- Devised and deployed SOP's, proposed features and processes, mainly focusing on to reduce customer impact and improve seller experience.
- Mentoring New Hired agents on different LOBs.
- Sending Mails to clients & Day to Day update mails to Team.
- Preparing macro to give process updates to sellers.

Job Role

- Conduct business process analysis and identify critical issues and gaps for an established organizational process.
- Developed business plans, determine key performance indicators (KPI) and coordinate the measurement result.
- Focusing on business key result area (KRA) to maintain the accuracy.
- Training the team to handle critical success factors.

EDUCATIONAL QUALIFICATION

- M.com from Karnataka State Women's University Bijapur with 72% in 2016
- BBM from PES College of science, arts & commerce, Mysore University with 60% in 2014.
- PUC from Girls Stone building College, Department of Pre-University Education with 66% in 2011.
- SSLC from St. Anne's High School, Karnataka Secondary Education Examination Board with 65% in 2009.

PERSONAL SKILLS

- Good communication skills, problem solving capacity.
- Flexibility to work under any environment.
- Positive attitude in facing new challenges.
- Confident and hard work.
- Good motivational & Time management skills.

REWARDS & RECOGNISATIONS

- Spirit of winning for the month of September 2017.
- The Rising Star for the month of April 2017.
- 3 RNR in January for Republic day sales 2022.
- 1 RNR in May for Summer sale 2022.
- 1 RNR in September Great India Festival sales 2022.
- 4 RNR in October Great India Festival sales 2022.
- Best performer for the month December 2022.
- Inspire Winner – External Fulfillment CST SF January 2022.

PERSONAL DETAILS

❖ Name	Chithranka. M K
❖ Father Name	Krishna. M A
❖ Date of Birth	01-10-1993
❖ Gender	Female
❖ Nationality	Indian
❖ Languages Known	English, Telugu, Tamil, Kannada & Hindi
❖ Marital Status	Single
❖ Permanent address	2 nd Ward, HKV nagar, Beside coconut market, channegowdandoddi, Maddur (tq), Mandya (dist).

DECLARATION

I do hereby declare that the above information is true to the best of my knowledge.

Place: _____
Date: _____

CHITHRANKA M K
(Signature)