

Supriya

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PROFESSIONAL SNAPSHOT

- Having total experience of around ~ 8 months & worked with Collabera for Amazon India Pvt Ltd.
- Experience in managing multi-billion-dollar customer and one of the largest e-commerce companies across globe.
- Coordinating and collaborating with a team of 100 + members working 24*7.
- Applying knowledge and experience in solving business problems and developing sustainable and novel solutions.
- An effective Communicator and a go-getter with excellent analytical abilities, process orientation & relationship management skills with the ability to relate to people at any level of business & management.
- Expert in client business development and managing complex deliveries and teams.

CAREER PROFILE

Assistant at Amazon India – Collabera Technologies Pvt Ltd.

20/05/2022 to 19/01/2023

PROFESSIONAL EXPERIENCE

Customer Success:

- Successfully executing **CTK** project to agreed schedule, scope, and contract in current role.
- Successfully executing **Amazon Pharmacy** project to agreed schedule, scope, and contract in current role.
- Plan the project based on defined need and schedule.
- Monitoring and controlling the work to ensure that the project remains on track.
- Liaise and communicate with business users, management, and stakeholders, vendors.
- Ensure that work is carried out in defined governance process.

GxP Compliance:

- Review documents for GxP compliance.
- Ensure GxP relevant data is up to date in system.
- Conduct brown bag sessions for GxP compliance.
- Proficient in qualification and validation processes in GxP environment.

Project Management:

- Ensure timely resolution of Incidents and Service Requests as an Individual Contributor as well as a team player.
- Good understanding of Service Level Agreements.
- Proven track record of meeting SLAs for every month.
- Identifying defects and keeping track of the defects of team members on MOM basis.

- Proven record on working with Business Users and liaising to complete projects and tasks upon agreed schedule.
- Efficient in working with Service Desks and vendors in timely completion of project deliverables.
- Responsible for creating KBAs and SOPs for recurring issues.
- Highlight project deliverable risk and updating management well within time to mitigate risks in delivery.
- Acquainted in working on Service Now and CTK tool.
- Assist senior in recruitment process.
- Perform other related duties as assigned by management.

Employee Initiatives and Wellness Advocate:

- Coordinator for weekly employee engagement programs for entire group.
- Active member of Wellness group within project.

Tools:

- Service Now
- CTK

ITIL:

- Incident
- Service Request
- Change Request
- Problem Management
- SLA
- Other KPIs.

PROFESSIONAL ENHANCEMENTS

- Collabera Certified Project Manager