

Contact

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Skills

Team Management
Process Development
Escalation handling
Customer Service
Quality Audit

IT Skills

Excel

Courses & Certifications

Tableau
Excel

Languages

Telugu
Hindi
English

Gaade.Nitya

Senior Associate Product Compliance | Hyderabad / Secunderabad, Telangana

Highly motivated Sr.Associate with extensive experience in customer experience & compliance fields. Proven track record of creating & implementing effective business process for that drive efficiency , product compliance and increase profits.

Experience

Amazon

Senior Associate product Compliance
Dec 2021 – Present

Effective communication with internal & external stakeholders.
Flawless execution of complex projects & processes.
Independent decision making & people Management.
Strategic Thinking for process development.
Process Trainer from June 2022 Training, Auditing & mentoring.
Contributing to process development with required tools.
Making sure SOP Gap’s are communicated with the concerned team.

BYJU’S

Product Specialist
Jun 2021 – Dec 2021

Made sure the targets were achieved within prescribed time period.
Connected with students who have enrolled for Byju’s courses.
Assisted with technical trouble shooting of the product (Byju’s Tab & App).
Took care of inbound & outbound tickets by diligently providing resolution.
Ensured tickets were closed within SLA & technical issues were timely resolved.

Indigo Airlines

Customer Service Executive
Jul 2017 – Jun 2021

Handled the team as backup lead from 2019 September – 2021 June
2.5 Years of process trainer experience for Departures & Core operations.
Worked in co-ordination with OCC, CCC & other airline stations.
Made sure that dynamic process changes are cascaded to the team.
Ensured process changes are understood by all & are implemented.
Made sure customers do not miss their connecting flights from HYD.
Performed bay & gate planning for Aircraft in whole day operations.
Worked in departures (reservations, check-in counters, boarding gates).
Helped departing flights on time with nil safety & security lapses.
Mentored the new team members at Coordination & boarding gates.
Worked in various shifts as per airline’s operational requirements.
Was responsible for taking care of Social Media Escalations.
Worked as Gate Controller. Coordinated between terminal & airside staff.

Education

Bachelor of Commerce (B.Com)

Commerce
Indian Institute of Management and Commerce Hyderabad
2017 (Full time)

12th Class (XII)

English

Andhra Pradesh Board of Intermediate Education

2014 (Full time)

10th Class (X)

English

Andhra Pradesh Board of Secondary Education

2012 (Full time)

Awards

6E Secret Service

Apr 2018

6E SERVICE GURU

Jul 2021

ACE Of Spades

Jun 2022

Projects

Project Redwood

N/A

Process development project in Amazon

Helping in reducing the SLA breach of a Case which has SIM's related.

Data Treasure

N/A

Process development project in Amazon

This dashboard will be helpful in finding all Product related queries resolved by SME's at a same place.