**Abinaya Rajendran**

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**Summary**

A result oriented, customer obsessed and reliable professional, offering over 4+ years of operational experience and proficient in Effective business communications, with 100% score in quality support, Leading & Driving process improvement projects, Cross functional coordination, Data driven decisions, Quality enhancements, Deep dive techniques & handled 3+ New hire trainings. Hard working, focused individual and a team player. Excellent communicator with relationship-building skills in the workplace and customers.

**Skills**

Problem-solving & Decision Making - Cross-Functional Team Coordination - Quality Assurance

Team Collaboration & Leadership - Project Management Coordination - Auditing & Process Management

Customer Centric Approach Training & Development - Continuous Improvement People Management

**Experience**

# Executive Selling Partner Relationship Specialist

# Amazon Development Centre Pvt India Ltd, Coimbatore

# 10/2021 – 11/2022

* Managed highly sensitive situations Escalations by customers of Amazon to CEO and Vice President of Amazon India & NA; prioritized issues and work along with the senior level leadership and provided resolution to customers
* Collaborated with cross-functional stakeholders, optimized process of identifying the warehouse using lean methods, resulted in 40% increase in case resolution timeline and 20% improvement in identifying the correct warehouse where the issue has to be fixed
* Performed RCA and achieved significant reduction in dependency on stakeholders through successful implementation of streamlined process for Tax related queries resulting in an increase in average response time by 50% and created new record in SLA - 2 days vs old SLA 4.4 days and and recommend methods for improvement along with standard operation procedure documents (SOP)
* Involved in documentation of CSAT and feedbacks, basic task planning for the specialist and sharing weekly reports, captured success stories and conducting deep dive analysis on weekly volume handling, sharing valuable insights with the global team to drive continuous improvement
* Acted as Subject Matter Expertise to 3 newly hired escalation and 5 upskill specialist on performing comprehensive review of customer complaints, fill coaching for FTNR to prevent defects; reviewed & resolved seller legal and social media escalation

# Quality Auditor

# Amazon Development Centre Pvt India Ltd, Bangalore

# 07/2021 – 10/2021

* Execution of audits on average of 50 contacts per day handled across multiple channels, ensured adherence to quality standards, and shared coaching points to associates with the corrective action
* Facilitated calibration conversations to align on quality methodology and drive process excellence to achieve business goals
* Performed root cause analysis to identify areas for process improvement and contribute to an enhanced working environment

# Mentor

# Amazon Development Centre Pvt India Ltd, Bangalore

# 05/2020 – 06/2021

* Orchestrated team huddles and open office hours for a group of 22 new hires, providing comprehensive training and coaching support to enhance their performance
* Worked in Transition project; facilitated Knowledge Test and Knowledge Transfer session for 63 new hires, drove site training campaigns and Fastrack training badges, as a result of transition trainings conducted new hires were able to deliver quality result and decreased queue volume to 45% and maintained Quality KPI of 98%
* Integrated process updates communication with workflow to reduce the Average Contact Handle time (ACHT) and errors. It increased the ACHT to 40% and quality KPI to 60% by following new process updates easily from workflow
* Trained and supervised a team of 27 new hire associates in seller support, conducted regular performance evaluations, communicated feedback, and identified opportunities for professional growth.

# Sr. Selling Partner Associate

# Amazon Development Centre Pvt India Ltd, Bangalore

# 03/2019 – 05/2020

* Consistently exceeding expectations in case volumes, accuracy, AHT, and resolution time, maintaining a 100% quality score and contributing to overall customer satisfaction
* Successfully reduced workflow queue volume by 30% through exceptional performance and collaboration with stakeholders
* Recognized for 100% accuracy in contact handling, leading to nomination for collaboration with other business stakeholders to automate process workflow, gathered samples and contributed on analysis
* Supported average of 50 B2B seller queries per day (English) over Voice/Email/Chat regarding the new account set up, existing selling accounts, payments, order processing, tax documents for UK and US and updating website information on the website.
* Responded seller application for selling new product, investigating medicine related products images and verifying compliance documents, government ID proofs

# Customer Service Associate

# Amazon Development Center Pvt India Ltd, Coimbatore

**09/2018 – 01/2019**

* Supported average of 60 B2C customer queries per day (both Tamil and English) over calls regarding the existing accounts and offers on the website. Responded to pre-sales inquiries, returns, and routine order processing support with enthusiasm.
* Customer-Centric approach and strict adherence to tight timelines promised to meet customer needs resulted achievement of 98% Positive response rate score from customer.
* Successfully scaled-down customer churn rate by 25% through proactive follow-up and effective email communication
* Exceeded expectations when assisting customers with empathy and receiving feedback from customers.

**Achievements**

* Consistently ranked among the top 5% of performers every year in the organization based on key performance indicators (KPIs) such Accuracy and customer satisfaction.
* Awarded as the "Best Performer" in the company for consistently exceeding KPIs - case count, Quality, Handling time targets and delivering exceptional results.
* Recognized as “In-Office Motivation” for the contribution to the team's success by not missing a single day of work during peak season and reducing the queue by providing exceptional support.

**Technical Skills**

* Microsoft Excel
* Microsoft Powerpoint
* Microsoft Outlook
* SQL (Beginner)
* Power BI & Tableau (Beginner)

**Certification**

* Lean Six Sigma Green Belt Certification (In Progress)

**Education**

# 08/2014 – 04/2018

* B.E. Computer Science and Engineering, Adhiyamaan College of Engineering - 79.8%