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| **NIDHI SYMON KAKATY (L1 Manager Amazon)**  **Phone:** +91-9535367710  **Email Id.:** [nidhi.kakaty@gmail.com](mailto:nidhi.kakaty@gmail.com) | |
| **Core Competencies**  **People/ Manpower Management**  **Continuous Improvement**    **Service Quality Enhancements**    **Audits**  **Project Management**    **Cross Functional Relationship Management CSM**    **Gemba KTR**  **Kaizen Project**    **Floor Support**  **Training & Development** | * **Profile Summary**   I am a results-driven and customer-centric professional with a proven track record in Selling Partner Support Amazon, driven by a passion for delivering exceptional service experiences. Throughout my journey at Amazon SPS, I started as an associate and achieved the prestigious positions of Certified Mentor, Trainer, Auditor, and Supervisor through Internal Job Postings (IJPs).  I excel in implementing industry best practices, driving process improvements, and cultivating a customer-centric culture that puts the needs of sellers first. My strong leadership skills have allowed me to successfully manage and develop high-performing teams in fast-paced environments.  Analytical and problem-solving skills are my forte, enabling me to make data-driven decisions that lead to optimal outcomes. I am deeply knowledgeable about HR policies and practices, recognizing the importance of employee engagement and development in achieving organizational success.    **Key Skills:**   * Seller Support Operations | Process Improvement | Customer Satisfaction * Best Practices Implementation | Team Leadership | High-Performance Management * Analytical Problem-Solving | Data-Driven Decision-Making * Coaching and Mentoring | Employee Development | HR Policy * Relationship Building | Networking | Customer-Centric Culture * Fast-Paced Environment | Adaptability | Results-Oriented Approach     With my expertise and achievements, I have demonstrated my ability to drive positive change, foster exceptional service experiences, and create a thriving customer-centric environment. I am excited to bring my skills and passion to contribute to the success of a new team or organization. |
| edu24x24icons **Education**  Graduate (B.E in Information Science) 2016 Pass out.  exp24x24icons **Work Experience**  **Nov’16-Present**  **Amazon Development Centre India Private Limited**  **Growth Path:**   |  |  | | --- | --- | | 2016-2018 | SPS Associate | | 2019-2021 | SPS Mentor | | Mar’21-Jul’21 | Seasonal Trainer | | Jul’21-Jul’22 | Auditor | | Jul’22-Present | Supervisor | |
| **Key Result Areas:**  Throughout my tenure in SPS, I have consistently achieved remarkable results, contributing to the team's success and driving the organization forward. Here are some key areas where I have excelled:  **Associate Management and Training:**   * Expertly managed and mentored 7 batches of associates, each comprising 15-20 individuals, ensuring their seamless integration into the team and equipping them with the necessary skills to handle seller inquiries. * Distinguished myself by successfully training 2 batches of associates, providing daily reports on performance and implementing effective classroom management strategies. I provided continuous coaching and constructive feedback, resulting in their professional growth and improved process knowledge.   **Process Improvement and Auditing:**   * Played a crucial role in the highly impactful Titus project, serving as a Certified Support Manager (CSM) and conducting weekly audits on invalid tickets. These audits allowed me to identify common errors and proactively improve processes, enhancing the overall efficiency of the team. * As the Gemba (BLR) Single Point of Contact (SPOC), I actively contributed to raising JIRAs (issue tracking tickets) and driving enhancements to the UK help pages on M@ and MWS. By addressing user pain points, I optimized the customer experience and facilitated smoother operations.   **Training and Development Leadership:**   * Displayed exceptional leadership and expertise in training trainers on MWS skill sets across multiple locations, including Bangalore and Hyderabad. By equipping trainers with the necessary knowledge and resources, I ensured consistent and effective training delivery throughout the organization. * Conducted rigorous audits on cases managed by associates, strategically driving improvements in the Average Resolution Rate (ARR) and optimizing processes. These audits resulted in enhanced operational efficiency and an elevated level of service provided to sellers   **Continuous Improvement Initiatives:**   * Demonstrated versatility and adaptability by providing floor support when required and actively contributing to building the Lumen Workflow as a trainer in the pilot batch. These initiatives facilitated streamlined operations and a seamless customer experience. * As a current Gemba SPOC, I remain dedicated to identifying and implementing process improvements that drive greater efficiency and effectiveness within the organization.   **Metrics Monitoring and Reporting:**   * Created comprehensive reports to update the management team on the team's progress, including vital metrics such as Product Return Rate (PRR), Resolution Rate (RR), Average Resolution Rate (ARR), Average Handle Time (ACHT), Shrinkage, Adherence, and Attrition. By providing actionable insights, I enabled informed decision-making and proactive management of key performance indicators. * By consistently delivering outstanding results in these key areas, I have established myself as a valuable asset to the organization, driving continuous improvement, fostering a culture of excellence, and maximizing customer satisfaction.   **Accomplishments:**  Throughout my career, I have garnered significant recognition and prestigious accolades, showcasing my exceptional performance and invaluable contributions. In just 6 Years, I achieved rapid and impressive career Growth, consistently exceeding expectations and earning multiple promotions along the way.  Some of my Achievements in the journey are jotted down below.   * Earned the coveted title of the highest performing mentor for multiple weeks in 2019, underscoring my unwavering dedication to providing unparalleled guidance and support to associates. * Received esteemed recognition as a Top Gemba Contributor, successfully leading a team of individuals in raising Gembas to drive impactful process improvements in 2020. This achievement highlights my exceptional leadership and commitment to fostering a culture of continuous improvement. * Led my team of new hires to a remarkable achievement, securing an outstanding 7 out of 8 RnR (Rewards and Recognition) Awards in week 19 and week 20 of 2023. This exceptional outcome demonstrates my exceptional ability to nurture and develop talent within the team, enabling them to deliver outstanding results. * Consistently celebrated for persistent performance and exemplary outcomes, I was honored with the monthly RnR award for twelve consecutive months, from February 2022 to January 2023. This remarkable achievement underscores my unwavering commitment to delivering exceptional service and consistently surpassing expectations.   These exceptional accomplishments serve as a testament to my unwavering work ethic, exemplary leadership capabilities, and unrelenting pursuit of excellence. I bring a proven track record of outstanding performance and a passion for driving results, making me an invaluable asset to any organization in need of exceptional talent. | |
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