Abhilash Srinivasan

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Career Objective:

To ensure challenging position where I would be able to utilize my capabilities to the best extend and, in the process, add value to the organization and my career.

Experience:

Program Manager, Forecast & Capacity at Amazon
Aug 2020 – Present, Hyderabad

Key responsibilities

- Prepare the short-term forecast and create estimated capacity to deliver against forecast basis on the derived headcount plan
- Analyze forecasted volume and staffing coverage to ensure service delivery targets are met.
- Analyze operations performance history to determine optimal production and off production activities, shrinkage and occupancy goals.
- Partner closely with Operations leadership team to provide insights on SL delivery, Program level forecast.
- Work with Operational Management to design and get agreement on service protection strategies, ensuring buy in and commitment at all levels.
- Constantly review existing processes and innovate new ones for possible automation, improvements or enhancements.
- Identify and manage operational inefficiencies, improve processes, automate tasks and partner with cross functional teams to develop new solutions.
- Scopes out the requirements for new metrics and tools.
- Drive governance meeting with stakeholders.

Sr Workflow Analyst at Amazon
Aug 2017 – Jul 2020, Hyderabad

Key responsibilities

- Create and accurately maintain CSA shift schedules ensuring that shifts are optimally planned to meet the short-term forecast requirements and service levels.
- Monitoring actual staffing levels against plan and taking the relevant corrective actions as required like Over Time calls, Cross skill support, shrinkage, shift changes to improve service levels,
- Effectively plan and monitor CSA adherence to assigned schedule
- Effectively plan non-productive activities
- Monitor adherence to AHT (Average Handling Time), AUX (non-productive time limits) and CSA productivity and escalate any areas for development or recognition
- Maintain CSA skill matrix for the site, Management of CSA profiles in the ACD (Automated Call Distribution) system, Seating and Transportation Plan for site and skills
- Work in partnership with the Capacity Planning team to build strong relationships and drive consistency, and automation of the process.
- Support Operations manager and Headcount Planning team by maintaining accurate records of planned and required headcount in each of the skills/OU/ week over week.
- Keeps track of skill wise movements and Attrition to support Operations manager and Head Count Planning team in making decisions about internal movements/Job postings and Hiring plan.

Team Manager at Amazon
Jun 2016 – Jul 2017, Pune

Key responsibilities

- Handling the team member and motive them to increase the qualitative performance.
- Provides monthly performance feedback to associates in order to address performance gaps and manage performance improvement.
- Makes monthly review of the performance of the employees for the annual appraisal.
- Manage and provide resolution to Associates if they face any issues assisting the customers.
- Managing the team target as well as individual target of team members.
- Make proper utilization of resources and also control cost.
- Analyze data to identify strategies for improvement of service and productivity.
- Represent the team in meetings and conference calls with Clusters.
- Break Management, SLA Management.
- Resolve escalated customer service issues.

Qualification:

IIIT, Bhubaneswar, 2012 - 2016

Bachelor of Technology (B.Tech), Electronics & Telecommunications

Training and Certifications:

- Project Management Fundamentals Course from Udemy
- Tableau from Udemy
- Introduction to Databases and SQL Querying from Udemy

Skills:

- Proficient in MS Word, MS excel & Power Point
- Capacity Planning
- Forecasting
- Scheduling
- Stakeholder Management
- People Management
- Project Management
- Tableau Basics
- SQL Basics
- Data collection and Analysis