

RAHUL DEV

SPS QUALITY AUDITOR

CONTACT

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SKILLS

Analytical Skills
Communication
SP Support
Problem Solving
Customer Interaction
Quality Assurance
Training Delivery
Organization skills
Quality control
Written Communication
SLA Management

EXPERTISE

- **Excellent written and oral communication skills, experience in presenting complex data to all levels of leadership.**
- **Strong decision-making, and problem-solving skill .**
- **Strong analytical skills and experience creating metrics to track success.**

With over seven years of dedicated experience as a support associate, SME, and auditor within SPS support, I bring a proven track record of enhancing Selling Partner experiences. My keen attention to detail and process improvement skills ensure that every interaction is meticulously refined. Exceptional verbal and written communication, coupled with a deep understanding of SPS service best practices, allows me to effectively engage and assist Selling Partners. I thrive on analytical problem-solving, excelling both independently and collaboratively within teams. My strong organizational skills and task prioritization abilities enable me to maintain efficiency, making me a valuable asset in delivering outstanding SPS support service.

WORK EXPERIENCE

SPS Quality Auditor

Amazon 2021 - Present

- Demonstrating excellent time-management skills and the ability to work independently while effectively utilizing departmental resources, policies, and procedures. Successfully managed to achieve an exceptional occupancy rate of 99.69%, optimizing productivity and ensuring efficient use of my productive time in past year.
- Consistently met and exceeded performance targets:
 - a. Achieving a 12.60 Mins of AHT against target of 14 minutes, which was one of the best in the team for the past year.
 - b. Successfully maintaining a 100% success rate in Audits performed in past year.
- Proactively identifying and documenting operational procedures required to address recurring issues faced by Sellers. Contributing to the continuous improvement of operational processes.
- Collaborating closely with other departments to resolve Seller issues and questions, ensuring seamless communication and coordination across various teams.

Process Improvement Specialist

Amazon 2020 - 2021

- To enhance efficiency, I led efforts to optimize existing processes. This initiative streamlined workflows, reducing redundancy, and increasing our team's capacity to maintain high-quality standards.
- A crucial aspect of my role involved evaluating and enhancing customer interactions across various communication channels, including phone calls, emails, and chats. My dedication to ensuring compliance with quality standards was unwavering.
- I am data-driven and adept at compiling and analyzing data on customer interactions. This skill allowed me to pinpoint areas of improvement and track performance metrics effectively.

EXPERTISE

- Maintaining a positive and professional demeanor at all times, portraying the company in a positive light while efficiently managing critical issues and safeguarding the brand's reputation.
- Excellent troubleshooting skills, as well as an ability to coach and mentor self-directed teams.
- Actively seeking solutions through logical reasoning and data interpretation skills. Identifying trends and providing improvement suggestions to enhance the efficiency and effectiveness of customer support.

EDUCATION

B.E. Mechanical Engineering

University of Jammu

2010-2014

LANGUAGES

English 

Hindi 

Punjabi 

PROGRAMMING LANG

- SQL
- Python
- JavaScript

WORK EXPERIENCE

Specialty Trainer

Amazon

2019 - 2020

- In the role of a training specialist, I was consistently achieving success through a diverse skill set and a commitment to excellence. I possess the ability to drive projects and training initiatives to their successful completion, ensuring that our team is well-prepared to meet business objectives.
- My adaptability shines, as I am readily willing to undertake extended travel when necessary to support evolving business needs. This flexibility has enabled me to provide crucial on-site support and training where it matters most.
- I have also played a pivotal role as a process training leader for a team comprising 50+ Associates. Through hands-on leadership, I've ensured that team members are well-equipped with the necessary knowledge and skills. My commitment to continuous improvement is evident in my ability to closely monitor progress, evaluate performance, and implement targeted action plans to address improvement opportunities, particularly for new hires.

Associate/SME

Amazon

2017 - 2019

- I had responsibility of delivering prompt and efficient service to Amazon Sellers and Merchants. This includes not only addressing their immediate needs, but also handling the appropriate escalation of any complex issues they may encounter. Serving as the primary interface between Amazon and our valued business partners, I've ensured a seamless and productive collaboration.
- To maintain operational excellence, I've taken on the responsibility of addressing chronic system issues. This proactive approach involves identifying areas for process improvements, developing comprehensive internal documentation, and fostering a collaborative team environment to drive these enhancements.
- My problem-solving abilities shine through in my role as I actively seek solutions through logical reasoning and data interpretation skills. By identifying trends and patterns in Seller and Merchant interactions, I've been able to provide valuable insights and suggestions for improvements, ensuring that our services continuously evolve to meet the needs of our partners.

Operations Executive

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2016 - 2016

- Manage Overall Shipments and coordinate with all other teams to ensure smooth flow of day to day Operations.
- Coordinate with different couriers for the on time pickup and delivery of the shipments to improve the customer experience.
- Vendor, Courier & VOONIK Communication & followup for all the escalations by efficiently Updating and Maintaining various Database.
- Managed couriers like WOWEXPRESS, SHIPDELIGHT, SHADOWFAX, AJEXPRESS, HOLISOL and EVAHAN for their Operational Activities.