

## NAGASATRA RAMU

[nagasatra@gmail.com](mailto:nagasatra@gmail.com) | Manchester, United Kingdom | <https://www.linkedin.com/in/nagasatra-ramu-b9740628a/>

### PROFILE SUMMARY

---

Energetic and customer-focused professional with proven experience in high-volume customer interaction, issue resolution, and performance-driven environments. Brings strong communication skills, a team-oriented mindset, and a genuine interest in athletic footwear and apparel. Adept at understanding customer needs through open-ended questions and delivering positive, memorable experiences—seeking to contribute as a CX Team Member at Foot Locker.

### EDUCATION University of Law, London

---

MSc Business Analytics with Professional Practice 2026

– Present

### St. Paul's Degree College, India

Bachelor of Commerce (Computer Applications)

Graduated: June 2023 | CGPA: 7.37

### SKILLS

---

- Customer Service Excellence
- Face-to-Face Customer Engagement
- Sales Support & Conversion Focus
- Product Knowledge & Trend Awareness
- Upselling & Cross-Selling Basics
- Team Collaboration
- Problem Resolution
- Time Management & Multitasking

### REVELANT EXPERIENCE Accenture (Client: Google) Process Associate Dec 2023 – May 2025

---

- Reviewed and evaluated AI chatbot-user interactions, improving response accuracy and compliance.
- Conducted monetization and compliance verification for digital content across multiple platforms.
- Performed content quality assurance for text-to-image and text-to-video workflows, maintaining 98%+ quality benchmarks.
- Prepared performance and quality reports using Excel and Google Sheets to support operational decisions.
- Collaborated with cross-functional teams to meet tight deadlines in a fast-paced environment.

#### Acting QA / Team Lead (Temporary Role)

- Trained new team members and supported workflow management.
- Monitored deliverables and ensured adherence to quality standards.
- Communicated findings and insights to internal stakeholders.

### ADDITIONAL CUSTOMER-FOCUSED EXPERIENCE (Retail Sales Assistant (Part-Time))

---

#### Local Footwear & Apparel Store – India | 2021 – 2022

- Assisted walk-in customers with footwear and apparel selection by understanding their preferences, size requirements, and budget.
- Explained product features, comfort, and styling options to help customers make confident purchase decisions.
- Supported basic upselling by suggesting related products such as socks, accessories, and care items.
- Maintained clean and organized product displays to enhance the in-store shopping experience.
- Handled peak-hour customer flow with a calm, friendly approach while working closely with team members.
- Contributed to daily sales targets through positive customer interaction and service-focused selling.

## **AVAILABILITY & INTERESTS**

---

- Flexible availability including evenings, weekends, and holidays
- Strong interest in sneakers, athletic apparel, and current fashion trends
- Comfortable working toward individual and store sales goals
- Eligible for part-time employment in the UK

## **CERTIFICATIONS**

---

Career Essentials in Business Analysis – Microsoft & LinkedIn Learning (Aug 2025)