

NAGASATRA RAMU

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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**

RELEVANT 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)