 **APPLICATION FORM**

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| Date of submission\*: 09/03/2018 | | | |
| NAME\*:  Emily Bokyoung Kim | | Login ID\*:  bokyoun | Site\*:  ICN11 |
| Your Supervisor’s name\*:  Yang, Nina | | | |
| Current role\*:  Seller Support Associate(UK), PRR SME  Tenure in the current role (in months):  6 months | Specialty (M@, FEED, ILAC, etc.)\*:  M@(US/UK), FBA(US/UK), IIDP, FEED  https://phonetool.amazon.com/users/bokyoun | | |
| Metrics and Attendance:   |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | 2017/2018  YTD | | 2018  W1 | W2 | W3 | W4 | W5 | W6 | W7 | | PRR(%) | 100% | 100% | 100% | 100% | - | - | 100% | 100% | 100% | | EDR(%) |  | | 0% | 0% | - | - | 0% | 0% | 0% | | PCP(%) | 56.25% | 71.9% | 86% | 20% | - | - | 40% | 100% | 20% | | CPH | 227 | 121 | 0.9 | 0.5 | - | - | 0.3 | 1.2 | 0.4 | | CPW | 0.79 | 1.0 | 17 | 5 | - | - | 4 | 23 | 3 | | Missed Contact(%) |  | | 3 | 0 | 0 | 0 | 2 | 2 | 1 | | | | |
| **Any professional experience/projects you have engaged within or outside Amazon Seller Support.**  **Explicitly state how you have developed skills that are valuable to leading a team :**  To be a leader of a team, I have no doubt that there must be three valuable capacities; Ownership, Ability to think big, and International communication skill. I have tried to develop these three capacities, throughout my university years of internship and my job career in Amazon as seller support associate and PRR SME.  To start with, I have developed strong ownership to achieve the goal for the group. During my six-month internship as an RA (Research Analyst), I mainly supported three projects and also supported several projects in minor ways. Since all of the projects had deadlines, agile performance was essential. During the first project with a Korean pharmaceutical company’s 360-degree feedback, I had to accurately collect all the data from 2,080 people from Survey Monkey as a raw data file of Excel. When finalizing the data, I found out three data were missing. After getting the team leader’s advice and voluntarily staying until 1:00AM, I learned to use pivot table and v-lookup as indicators of ascertaining my progression accuracy. I felt relieved to cope with the mistake I had made and to have the accurate data set. In the next project, when I faced similar tasks to collect data, I never made the same mistake again. By this experience, I could learn about the responsibility to never hesitate and maintain the team’s goal and ownership until it is achieved.  Secondly, I developed the ability to think big after the training of CSM(Certified Specialty Mentor) and being a PRR SME in Amazon KR. During CSM training, I have learned how to deal with conflicts when coaching others. I have tried to develop skills to give open questions to the employee whom I need to deliver knowledge. Since most of the times I am confronting how to fulfill adult learning, I try to give open questions and let others to first think and notice why they are having this kind of knowledge share in the first place. It seems very complicated in the first glance, however, in the big picture I have learned that it is more effective for both our team and the associates. Furthermore, as a PRR SME I tried to enhance the skill I have learned from CSM training, and delivered the key points which associates who got HMD:N.    Lastly, I tried to enhance my global communication skill. This was developed by double majoring in Chinese Economics and Trade and by being an international voluntary association’s committee for the Office of International Student Affairs. For instance, I attended the Global Action Leadership Program held in Shanghai Jiaotong University. The mission was to find the best item to be sold in Shanghai. Our team came up with the best-selling product, ‘rice burger’ based on the market research, Shanghai residents had significant needs of rice cuisine for breakfast. Due to the fact that most Chinese buy breakfast, and no similar item was sold on the market, we could expect preemption effect. For three weeks, I went out to the field to give food tastings and interviews, and found out that 90% of the Chinese people said they would buy this food for their breakfast. By presenting the results in the final contest, our team won the 1st prize. Based upon my global experience, I could enhance my skill to communicate with the international group committee and deliver our group’s result. I believe that global communication skill is a core capacities for leader of the team since its role is to communicate with different team’s leader to improve and enhance our team’s productivity and employee’s morale. | | | |
| **Describe below the reason why you would like to be a Supervisor.**  The main reasons for me to become a supervisor is because of two points. In a short term perspective, it has a very interesting role that can intimately engage in our team and enhance our team’s atmosphere. In a long term perspective, it is helpful for my career development since I have strong eager to have my career built in HR.  First of all, as an associate I have communicated many of the individuals one by one. Most of them have unique style of communication skill and backbones to understand the issue and commit after admitting the issue. As an associate, I have tried to discuss with associates together to build our own team’s culture and environment. Since as a team, unified group atmosphere seems better for all of us to maintain our working experience and employee morale. For instance, I think having consistent 1:1 with colleagues, advisors, trainers, and supervisors to deliver our thoughts and intimately engaging with each other about what we are thinking is the most important part. For instance, when I am writing a report as a PRR SME, I always ask for the associates if there are any improvement points or feedback that they have upon the report. When after receiving the feedbacks, I try to communicate with my supervisor, to discuss the content and adjusted the report as suggested. Supervisor can look broadly and communicate with all the team members. Moreover, can find each team members’ potentials and capacities in the workplace and nominate each of them to the best working roles and responsibilities. This will naturally motivate team’s atmosphere. Furthermore, every associate can find and search career development plan more efficiently, and this part allures me the most.  In the long term perspective, throughout my career development discussion from university, I always had passion to develop my career in HR. After, I started my career seller support associate in Amazon KR, I still have passion to build my career development to that field. As an associate, I tried to observe supervisor, advisor and trainer’s roles. Although all of the roles interact with other departments, the mostly engaged role I found out was supervisor. Supervisor interact with not only intimately related departments managers, but also seek to communicate with the other departments in accordance to the associates’ need. For instance, due to employee’s benefits and even OT related issues, supervisor interacts with HRBP manager and confirms the issue and deliver the facts to associates. Since supervisors have lots of chance to communicate with HRBP managers and look into the issue together, I think I can enlarge my insight upon the HR industry and build my career map more specifically. | | | |
| **Describe a situation when you have displayed skills of a People manager.**  There are roughly two kinds of situation when I displayed skills of people management.  During my first career in Amazon, and my projects done as a university student.  First of all, as a PRR SME of Amazon KR site, I have tried to develop people manager skills while analyzing HMD:Y and EDR cases. I tried  Secondly, I have always been selected or volunteered to become a group leader. For instance, during the ‘Organization Behavior’ lecture, I was a team leader on a class project. It was chaos from the start since all of the team members’ ideas of the hypothesis were different. After voting, we reached consensus on the chosen hypothesis: ‘Increased motivation will increase affective commitment.’ I thought this should be researched in real firms and tried to find companies that we could contact. We found four different firms with different anticipated organizational commitment. I divided the roles of the project and found members to volunteer for appropriate roles based on their competency and motivation. The meetings and interviews with the HR team members of the chosen companies went well. Despite the hardship of going through all the interviews and analysis, all of our team members and I were satisfied with the result, and we were chosen as the best presenting team in the class. Such endeavors enabled me to get more inspiration and interest about people management. | | | |
| **Imagine you are a Supervisor. What changes would you make in your team and why?**  As a supervisor for Seller Support KR, I would try to enhance two parts. Clear Communication between our team and related team and enhance atmosphere | | | |

End of the Application Form