

Sai Srikanth Panidepu

Contact: +1-(313)-939-3898

E-Mail: psaisrikanth1991@gmail.com

Objective

Leveraging over 9.0 years of experience at Amazon, including a pivotal role as Operations Program Manager for Australia & Singapore, I am poised to excel in a Program Management role. With a Master's in project management from MSU and a Bachelor's from NIT Durgapur, I have a solid educational foundation complementing my practical expertise. My tenure at Amazon has been marked by successful market launches, development of critical frameworks and teams, and significant performance improvements, demonstrating my adeptness in stakeholder and people management. I am eager to apply this blend of skills and experience to drive innovative solutions and achieve strategic objectives in a challenging new role.

Certifications:

- **Project Management Professional (PMP)** from PMI
- **Certified Scrum Master (CSM)**
- **SIX Sigma Green Belt** - Indian Statistical Institute Delhi
- **Certified MicroStrategy Expert** – Amazon Business Intelligence team
- Cisco Certified Data Analytics Essentials

Operations Program Manager (2021 – 2022)

- Spearheaded inception and development of the Quality Program for AU and SG units, establishing Quality roadmap, structures, reports, and teams to support the Operating unit with ~5k global employees, and collaborated with Country Leaders, Vice Presidents and General Manager on a Weekly, Monthly and Quarterly Basis.
- Key stakeholder in AU & SG Operations, working with cross functional teams in writing and structuring the regular business reviews to update the key stakeholders across the Customer Service Operations for Australia and Singapore.
- With the Quality Initiatives and Programs AU RAP in 2022 was 103 bps favorable to 2021 and SG was 136 bps favorable to 2021.
- Along with Quality, I managed programs with 7 different functional managers.

Program Manager IN Regulatory Escalations & Gift Cards (Dec 2019 – 2021)

- Super headed the unique IN REG team at Amazon Customer Service, comprising 1 Manager, 4 SMEs, and 28 Associates, to serve as the final escalation point for 11 diverse businesses, orchestrating support teams and mechanisms, and playing a pivotal role in key areas like HFC, Gift Cards, Apay, and Retro disburse by end of 2020.
- IN Reg SLA in 2022 at 94.28% was 292 bps favorable to 2021(91.36%) and 428 bps favorable to OP2(90.00%). In 2021 SLA was 74 bps favorable to 2020(90.63%) and was 136 bps favorable to OP2. In 2020 REG SLA was 500 bps favorable to 2019(85.62%) and 62 bps favorable to OP2.
- With the regular process improvements and automation, we made 35.72% defect reduction by Q4 2021 benefiting cost by 0.3M Dollars (Validated by Finance). This resulted in REG achieving "Toy Yoda" Award for the innovation and process improvement 2021.

Program Manager SWAT (Jan 2019 – Nov 2019)

- Developed the SWAT Program, a quality team skilled in three contact mediums across two units, to address cross-skill needs and SLA risks during peaks; initiated with a 36-member pilot in Q1 2019, expanding to 1500 by Q4 2019, and collaborated with senior leaders across 16 sites to tailor ramp plans.
- By Q4 SWAT IN RAP at 76.5% was 520bps favorable to OP2 and 661 bps favorable to Core team achieved RAP with 13.88% of CS India Vol% contributing to +72bps impact whereas core team contributed to -121.4 bps impact on OP2.
- In terms of efficiency SWAT outperformed as compared to core team with Weighted CHT at 5.46 min was 424 bps favorable to Op2, PTL at 78.02% was 463 bps favorable to OP2 and shrinkage at 24.37% was 272 bps favorable to OP2.

CS India & Network Programs:

- In Q3 2020, amidst COVID-19's second wave, I developed a SharePoint-based, VBA-integrated solution for real-time tracking of associate illness, addressing shrinkage and SLA challenges, providing CP teams with accurate forecasts, and HRBPs with vital support data, while regularly updating senior leadership.
- From 2019 to 2022, I played a pivotal role in the CS India Attrition team, comprising Senior Site Leaders, Operational Leaders, HRBPs, and Program Managers. Our aim was to analyze and mitigate the attrition of L2 & L3 CSAs. My responsibilities included developing strategies to lower attrition rates and providing detailed insights on various cohorts on a weekly, monthly, and yearly basis. I created and refined the Early Warning System (EWS) program, which accurately forecasted potential attritions. Through these initiatives, we saw a significant reduction in annualized attrition rates: a 1694 bps improvement in 2020 compared to 2019, and a 2666 bps improvement compared to 2018. In 2022, the attrition rate further improved to 43.25%. Additionally, I led informative sessions on EWS, reducing the turnaround time for retention discussions from 8.8 to 3 business days, thereby saving 427 employees. My consistent contributions led to my appointment in formulating tailored goals for all CS India sites for 2021 and 2022.
- Team Follow-up' was formed to increase follow-up adoption% & reduce missed follow-ups at CS India. I was responsible for creating a framework and mechanism to increase follow up adoption%. I structured the follow up SOP that at granular level and updated in Knowledge Center of CSC tool (unified tool used by ~60K CSA Worldwide) and developed in house automated reporting framework which is being shared with all the 33 sites operating out of India. This resulted in a missed follow-up reduction of 650 bps QoQ. The automation is now absorbed in Amazon.co.uk and Amazon.com WW CS Sites (2020 – 2022)
- Have been the single point of contact for the Director escalations for RD approvals. In the year 2020 – 21 we have processed ~3.3K Director RD escalation which involves multiple stakeholders and accounting. Along with this our team has also processed 52K exception RD's which is only being followed in India. Along with this for 2021 & H1 2022 REG team did 235 bps and 451 bps favorable to Planned OP2 goals.
- In 2021, tt.amazon was phased out, necessitating a transition to the Decider platform. As the REG skill at our network processed the highest volume of weekly tickets, I identified gaps in the Decider tool migration during this shift. Collaborating with global tech teams, I resolved key issues, ensuring a seamless migration without impacting production. (2021)
- Following the shift to remote work post-COVID-19, our four physical locations faced challenges in productivity and compliance. I

spearheaded the KPI Outlier Governance team, tasked with creating a dashboard to monitor 12 key performance indicators, identifying deviations, and guiding a team to address these variances. We conducted weekly reviews with senior leadership, highlighting accomplishments and improvement areas. This initiative proved highly effective and was subsequently implemented across all CS India domains (2020 – 2022).

- I developed a metric called (LPH) Loss of Production Hours due to self-Delayed & Office transport late logins across all sites in India. This helped in reducing loss in production hours from which helped in safeguarding SL's during shift changes. The process was initially launched as a pilot in HYD and later expanded to CS India. This resulted in an increase of 15 min production per CSA (~32K Employees in CS India).
- After shifting to a Work from Home model, I identified and addressed regular PTL gaps at B&M sites impacting SLA. Through a custom SQL query, I discovered unrecognized default aux usage by CSAs. To counter this, I created a new metric, "Missed Default Time (MDT)," and established corresponding reports and mechanisms. Piloted in HYD, MDT improved to 12 minutes per CSA in Q2 2021, a significant improvement from 38 minutes in Q3 2020. This metric has since been integrated into the scorecards of all CSAs operating in Amazon India.

Manager – IN Message Us Pilot team (Jan 2018 – Dec 2018):

- Launched in India as a pilot in Q4 2017 with 10 members and transitioning to full production in Q1 2018, the IN Message Us team marked a significant initiative. As one of two managers selected for the pilot, my role entailed monitoring quality metrics and liaising with senior leaders and the Seattle-based product team to address emerging issues. Despite being a pilot, we achieved a 96.43% Positive Response Rate, surpassing the target of 90.00% by 643 basis points. Initially planned for a full Amazon integration by Q4 2018 with the phase-out of the Chats medium, our exceptional performance expedited this to June 2018 (early Q3). In recognition of these achievements, I received the Outstanding Leader award for Q1 and Q3.
- Worked with workflow team and in automation to understand delivery on 30min interval. Which helps in driving production and meeting SLA's during peaks. The dashboard was onboarded in 2018 in Amazon.in market as Pilot and now has become BAU in NA, UK Cohort across India, and Manila sites.

Manager – IN Mobile Returns Pilot team (Jun 2017 – Dec 2017):

- Launched IN Mobile Returns team WITH 23 CSA'S and one team lead in Amazon.in marketplace where we support the technical difficulties faced by customers. During my tenure, we have onboard TVS as support vendor for technical support across India.
- Worked on reducing Invalid Transfer contacts to Mobiles returns by developing detailed transfer forms in KC and working with TVS teams. Invalid Transfers reduced by 2381 bps in Week 16 as compared to Week 51. This reduced the turnaround time for our customers from the team.
- Worked on reducing Invalid GC concessions where team could not issue GC to the customers apart from TM. During this pilot a test group of Two teams, one from EH another from Chats were identified and compared with control Group one from either team. The above project helped in reducing Invalid GC by 5900 bps and now this has been implemented across all the primary agents.

Team Lead – Amazon.com (Jun 2016 – May 2017):

- Worked as Project Lead for the project KDP Abuse from Hyderabad in partnering with Risk Management Team from Seattle Washington DC. The outcome of the project was an action has been taken against abuse accounts and developed a new abuse calculator which helps in reducing 27000 abuse accounts. This has benefited many loyal customers who had been publishing through KDP.
- Planning, developing, and managing the quality of sites supporting our customers and enabling stakeholders in closing SLA's. Coordinating Network wide issues with the Senior Operations Manager, Site leader and Country leaders to ensure we provide a better experience to our customers.

Associate, DART & Subject Matter Expert (Jul 2014 – Jun 2016)

- Worked on Multiple Kaizen events in improving customer experience when orders placed with sellers. Worked on reducing turnaround time in processing refunds for replacements orders in Amazon.com space.

Achievements:

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- Received **Outstanding Leader** of the year award for 2020 – 2021, 2021 - 2022.
 - **Toy Yoda** Award winner for Q4 2019 for streamlining the Full Time Contract (FTC) to Full Time Employee (FTE) process at Nation Level.
 - Received **People's Manager** Award for Q4 2017, Q2 & Q4 2018, Q1 & Q3 2019, Q2 & Q4 2020. Q2 2021.
 - Received **Business Enabler Award** from the directors of IN CXCS for seamless performance and DPMO reduction across REG cohorts.
 - Received **Gold Team Lead Award** for exceptional performance during 2017 Peak.
 - Stood 3rd in all India wide tech fest in ROBOWARS conducted by SAE in 2011.
 - Stood 1st in all India wide tech fest in ROBOWARS conducted by SAE in 2012.
 - Stood 1st in project presentation all India wide project presentation. Designed a robot for Indian army,
 - Stood 2nd in all India wide tech fest in ROBOWARS conducted by SAE in 2013.
 - Stood 1st in Robot racing in an all-India wide tech fest in Samyak 2011.
 - Stood 1st consistently for the last 3 years from 2010-2013 (inter NIT robotic competitions)

Academics:

Master of Science in Project Management
Missouri State University, Springfield MO:

Anticipated Graduation December 2023
3.95/4.00

Bachelor of Technology
National Institute of Technology Durgapur

May 2014
8.50/10.