Sai KUMAR PENTAKOTA

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9985840849

I am keen to associate as a professional by working with a reputed and well managed organization where my skills, creativity and knowledge can be utilized to the fullest, thereby leading to the growth of both the organization as well as my career in the organization.

# Experience

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| 22nd November, 2021 – PresentQuality specialist, Amazon As Quality Specialist in Amazon LMAQ, I strictly follow SOPs and edit maps and routes in different regions so that customers can get their orders faster and safer every day. I handle tickets raised by Amazon Delivery agents and escalate them to various orgs as required. I review and audit the cases raised from different regions like NA, EU. |

# Activities

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| I’m a consistent performer and deliver my responsibilities as **primary POC** for my team. My roles and responsibilities include, but not limited to:   * I train new hires and mentor them to realize their full potential. * I actively review and audit the work of associates to maintain team quality. * I regularly take meetings and refresher sessions to give KT on recent SOP updates, resolve technical issues and to clarify doubts. * I share worklog data to all the associates on daily, weekly and monthly basis to help them track their performances. * I actively take part in process excellence connects and help the in-house development team to upgrade the tool to improve various performance metrics. |

# Education

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| B. TECH, CHAITANYA ENGINEERING COLLEGE, KOMMADI I’ve completed my Engineering with **70%** in the field of Mechanical Engineering. |
| DIPLOMA, DR.B.R.A.GMR polytechnic, rajahmundry I’ve completed my Diploma in Mechanical with **76.14%** 10th, Samuktha kjm high school, anakapalli I’ve completed my 10th class with a **C.G.P.A of 9.3.** |

# Skills

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| * Good Communication Skills. * Good Analytical skills. * Basic knowledge in **MS EXCEL** | * Basic knowledge in **SQL** * AutoCAD, CATIA |

# Achievements

* I received “**Master Shifu**” award two times for my role as a trainer.
* I received “**Evangelist**” award for performing consistently and simplifying the process for two consecutive quarters.

# Personal Details

* Father’s Name : P. Ramu
* Nationality : Indian
* Gender : Male
* Date of Birth : 27/03/1999

# DECLARATION

I hear by declare that the information furnished above is true to the best of my knowledge and belief.

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## SAIKUMAR PENTAKOTA