

Agenda -

## 1. Figure out ways to help & delight customers

---

## 2. Come up with ideas that are useful to you (for process operations) through data wrangling and business knowledge

---

How - All these concepts are theoretical, and I would need access to data and business knowledge to come up with useful insights and interventions.

When - Spending a few hours of my work day working with data team in operations or digital transformation team

**Anyone who should be making decisions like this should also be exposed to handling customers on a daily basis, to build better business processes.**

---

Skills I Already have -

## Pivot tables and slicing in Excel

---

(which is used to create current biweekly reports)

I am **not asking for a promotion**, just to become a better asset to the company by working on these ideas.

I am just **asking for an opportunity**, I don't mind coming a couple of hours early, or coming in on my weekly offs initially, to prove that I am capable and knowledgeable enough to handle more responsibility

If my ideas are not good enough, please give me a chance to make them better. Thank you.

Shilpi

09035327846

[github.com/skypro20/ops](https://github.com/skypro20/ops)