

SONALI DAS

Senior Associate

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Chennai

EXPERIENCE

Senior associate

Amazon

12/2022 Chennai, India

- Expertly oversee all aspects of Redelivery Management processes in Amazon Prime Videos, including handling over 450+ vendors
- Leverage advanced tools such as Looking Glass, CRMS, Content Status Tracker, and Trouble Ticketing systems to pinpoint and address operational inefficiencies
- Manage and mentor a team of 29 junior associates, ensuring the completion of tasks through rigorous audits, quality checks, and detailed reporting of performance metrics
- Proactively monitored stakeholder satisfaction, ensuring rapid issue resolution and improved retention rates.
- Developed and executed data-driven action plans, leading to a 22% year over year increase in content production.
- Spearheaded the establishment of a new operational site in Spain & Japan for Amazon Prime Video, transitioning coverage from 20 hours a day to a full 24/7 operation
- This strategic expansion facilitated a significant increase in fast-track content production, driving 34% notable year-to-date growth

Digital content associate

Amazon

02/2021 - 11/2022 Remote, India

- Provided end to end support for international stakeholders, ensuring a 99% SLA adherence rate.
- Consistently met or exceeded business metrics and goals, including SLA, production, and quality targets
- Collaborated cross functionally to identify customer pains and drive adoption of new tools and processes.
- Spearheaded the implementation of an innovative, automated service delivery strategy, resulting in a headcount reduction of 5 and a 45% increase in efficiency, while ensuring responsive customer service and maintaining regulatory compliance

KEY ACHIEVEMENTS

Rewards and Recognitions

Received 12 Rewards and Recognition awards 5 Top Performer, 3 Spot Award, 4 Zero Defect

Accolades & Shoutouts

4 accolades & 7 shoutouts

EDUCATION

Master of science in zoology

University of Burdwan

08/2017 - 09/2019 Burdwan, West Bengal, India

CGPA

8.08 / 10.0

SUMMARY

Strategic and results-driven operations and customer success specialist with over four years of experience in managing global accounts, customer success and operational workflows. Adept at fostering long term partnerships, enhancing customer retention, and driving revenue growth. Skilled in data driven decision making, stakeholder management and cross functional collaboration to optimize business outcomes. Proven success in implementing scalable solutions, increasing efficiency and driving customer adoption of key product features.

CORE COMPETENCIES & TECHNICAL SKILLS

Customer oriented

Microsoft Excel

Microsoft Power Point

Customer Retention

Account & Risk Management

Power BI, SQL, VB Macro

Creative Problem solving

Cross functional collaborations

Leadership & Team Management

Vendor & Stake holder Management

Performance Tracking & KPI Management

Strong interpersonal writing & Communication Skills

LANGUAGES

English

Advanced



Hindi

Advanced



Bengali

Native

