

PROJECTS

Amazon Celebrate | Sept 2020- Oct 2021

Amazon Celebrate provides an email notification service to managers across the globe to remind them of important employee milestones, thus improving employee engagement.

- * Collaborated with leaders and their executive assistants to get them onboard
- * Analyzed the feature requests, bug reports, and customer requests to develop a deep understanding of business needs
- * Coordinated with product team and tech team to plan, prioritize and execute product enhancement requests
- * Owned and presented the product metrics in WBR (Weekly Business Review) meetings to the senior leadership team
- * Created and owned the product dashboard, which gave a quick view of the product status to the senior leadership team

Results:

Increased the employee engagement score

Achievements:

Received "Just Do It" award for this project.

Stakeholders:

Vice Presidents, Directors, People Managers, Executive Assistants

Skills Used:

Agile Methodologies, Project Management, Communication, Collaboration, Data Analysis, Task Management, Leadership, Problem-solving, Interpersonal, Prioritization, Strategic thinking

Digital Voice of Associate | Dec 2020-Oct 2021

The "Just do it" award winner product with more than 1million users. Digital Voice of Associate product provided a platform for associates to post their concerns for the leadership team to respond. It helped leaders connect with associates and improve employee engagement, and it also enabled them to identify the pain points of the associates. With the increase in employees under the WFH model in a pandemic, the global expansion of digital VOA was crucial and a top priority for the business.

- * Responsible for global expansion of the product across multiple lines of businesses
- * Organized and facilitated weekly meetings and Go/No-go calls
- * Collaborated with stakeholders to understand their requirements and build trust
- * Ensured product is compliant as per Amazon's policies and local government rules and regulations (GDPR and Work Council)
- * Analyzed the data to review, plan and assist with product roadmap
- * Identified new feature opportunities based on in-depth research
- * Handled onboarding requests, customer requests, bug reports, product enhancement requests via an internal tool
- * Displayed strong sense of urgency while handling escalations
- * Created and presented the product dashboard to the senior leadership team
- * Owned communication strategy to increase user engagement

Stakeholders:

Site Leaders, Regional Program Managers, HRBPs, Technical team

Result:

Expanded the product across 2000 sites in the Americas, Europe, and Asia.

Associate's voices were heard and real-time actions were taken by senior leadership.

Skills Used:

Communication, Collaboration, Organizing, Planning, Prioritizing, Data Analysis, Time Management, Strategic Thinking, Influencing without authority, Adaptability

Internal Job Postings Portal | April 2020 - Jan 2021

Development of a tool for the recruitment team to automate the tedious process of processing the applications, coordinating with the hiring managers and candidates.

- * Worked closely with the senior leadership team, recruitment team, tech team, and ops team to draft the BRD (Business Requirement Document) and get buy-in. BRD captured functional and non-functional requirements, project scope, goals, deliverables, user stories, timelines, important milestones, and required resources
- * Managed the project through evaluation of product team needs, roadmap creation, the definition of recruitment team methods and processes
- * Analyzed, evaluated, and overcame project risks and produced project reports for management and stakeholders
- * Organized and facilitated mock-up review sessions, sprint planning meetings, weekly meetings, presentations, and retrospective meetings
- * Facilitated team discussions and resolved conflicts
- * Negotiated assertively with stakeholders
- * Communicated timelines and approval framework for cross-team understanding

Stakeholders:
Senior leadership team, Recruitment team, Dev team, Operations team

Result:
Gathered the requirements meticulously, considering the complexity of the project. Defined the milestones, success criteria, and resource allocation

Skills Used:
Requirement Gathering, Agile Methodologies, Project Management, Negotiation, Conflict Management, Planning, Presentation

Employee Attrition | Nov 2018 - Aug 2020

Why are employees leaving the organization? How is the attrition impacting the business goals? What are the factors responsible for attrition? Which areas to focus on to improve employee engagement? What is the predicted attrition? ...and many such questions were answered using quantitative and qualitative data analysis.

- * Identified the root causes of the staggering statistics and helped leaders to glean actionable insights
- * Provided data-driven approach to improve employee retention
- * Created and automated attrition dashboards, customized to suit individual business units, sites, and leaders across India
- * Streamlined the attrition reporting for CS India
- * Worked closely with ER team to reduce job abandonment and involuntary attrition, inclusion and diversity team for gender-wise attrition analysis, training team for new hire attrition analysis, and operations managers for their respective business units attrition analysis.
- * Leveraged my networking skills and domain knowledge of Resolution Specialist / Team lead role for qualitative data analysis

Stakeholders:
Site Leaders, Operations Managers, HRBPs, HR Managers

Results:
The attrition was decreased by 19% and 30% in 2019 and 2020, respectively.

Skills Used:
Data Analysis, Data Visualization, Presentation, VBA Programming, Excel Macros, SQL, Tableau, Analytical thinking, Confidential data handling, Collaboration

Employee Retention | Jan 2019 - Aug 2020

Drive the employee retention with Rewards and Recognition program for team managers, and taking various other steps to retain employees and keep them motivated, engaged and focussed.

- * Analyzed and tracked the one-on-one completion
- * Automated and published the reports weekly to ensure the retention discussions were done by group managers within the defined timeline
- * Integrated the EWS (Early Warning System) program reports and attrition program reports to provide a data-driven approach and devise a retention strategy

Apart from KRA (Key Responsibilities Area)

- * Leveraged my networking skills and interviewed associates to understand the pain points and gather feedback
- * Went that extra mile and had retention discussion with associates and submitted a detailed case study report to the HR Manager
- * Cold calling to employees who attrited under 'Job Abandonment' to gather feedback

Skills Used:

Data Analysis, Data Modeling, SQL, VBA, Macros, Excel, Ownership, Customer Obsession