# Rajitha

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# Technical Account Management - Amazon

Seeking an opportunity for professional challenge and growth to support and enhance the objectives of the company.

# SUMMARY OF SKILLS

* Have an overall of 4.5 years of professional experience**.** Well versed in **managing the day to-day operations** with a team of Associates and meet the required service levels, quality and productivity.
* A **self motivated professional**. Possess well developed communication skills with reputation of unwavering accuracy, credibility and integrity. Strong ability to learn and excel.
* Well versed in **planning & scheduling manpower including managing of absenteeism** within the team and conceptualizing and implementing process modifications to enhance operational efficiency and optimize resource utilization and achieve consistent increase in satisfaction.
* Have the **ability to motivate** the team in the right direction to achieve the targets. I am **approachable and supportive towards the team.** Encourages team’s development by providing learning opportunities.

# PROFESSIONAL EXPERIENCE

* **Amazon:** Feb 2016 – May 2017
* **Sign In Infotech :** June 2015 – Jan 2016
* **Ernst and Young LLP :** Nov 2012 – April 2015

[**Amazon**](https://www.linkedin.com/company/1586?trk=prof-exp-company-name) **- Feb 2016 – May 2017**

# Seller Support Associate – Technical Account management

The Seller Support Associate acts as the primary interface between Amazon and our business partners who are responsible to provide timely and accurate technical resolution to merchants selling on Amazon platform across North America, Canada and Mexico marketplaces.

Maintained a positive and professional demeanour by always portraying the company in a positive light and effectively managing sensitive issues. Planned and implemented Business and Marketing strategies to help sellers improve their experience. Worked with other departments such as Merchant Investigations, Fulfilment by Amazon or Payments teams as required in resolving the issues and concerns.

Catalogue Specialist - (handling corrections, accuracy of information, product classifications, quality analysis with regards to incorrect information displayed on the website). Specialized in bulk uploads and product page creation.

Taking ownership and initiative to understand seller requirements and help with execution. Initiate and drive ideas for effective results and maximum sale. Contributed to a positive team environment and proactively supported team members with difficult contacts as needed.

Was a part of Connections & Engagement team who work on initiatives to improve overall engagement partnering. The team plays an important role in:

* + Understanding the pulse of the floor
	+ Improve Employee Engagement through enhanced integration of leadership with floor facilitated by the Connections & Engagement team
	+ To resolve policy related issues and drive awareness on key policies and processes
	+ Opportunity to work with Cross functional teams and learn

**Sign In Infotech – June 2015 – Jan 2016**

# HR Executive and Trainer

Being a HR executive performed the basic functions of the HR department, handling areas such as recruitment, personnel management, social welfare and the maintenance of HR records.

Reviewing the applications. Conducting recruitment interviews and providing the necessary inputs during the hiring process. Working with recruitment agencies to source for candidates for specific job positions. Training new or existing employees. Reviewing job descriptions for all positions at regular intervals and updating them in consultation with the respective managers.

Engaging with employees on a regular basis to understand the motivation levels of people in the organization. Assist with day to day operations of the HR functions and duties.

As a process trainer, I am responsible for training delivery of approved training content, quality and coordination for all n ew hire, refresher.

I manage the logistics of learning and create an effective learning environment along with report on testing results.

I communicate with appropriate business owners, other trainers, and management to ensure that all trainings are conducted on-time and with sufficient resources and facilities.

I am responsible to escalate possible new hire attrition, flag poor performance and behavioural issues in training promptly. I am responsible for mitigating and eliminating gaps in training occurring due to issues or concerns with communication skills and language skills.

I ensure conversion of new hires within Ramp period to match business as usual state, reduction in repeat errors.

# Ernst and Young LLP – Oct 2012 – Apr 2015. Advanced Associate – EMS Human Capital - Tax

Our main objective is to provide Information Management, Coordination, Account Management services globally to Human capital, groups within Ernst & Young.

# Planning & Organizing:

* Prioritizes tasks to achieve desired Service level agreements
* Plans & schedules manpower including managing of absenteeism within the team.
* Organizes and provides resources for the team to enable them to achieve goals.
* Understand process wide goals and break it down to daily operational goals for the team.
* Makes needed adjustments to timelines, steps and resource allocation to meet real time challenges.
* Cost optimization and Maximum utilization if resources for productivity
* Responsible for creating Monthly Business Reports with clients.

# Directing & Monitoring:

* + Managing the day to-day operations with a team of Associates and meet the required service levels, quality and productivity.
	+ Ensuring all Company policies and procedures are implemented consistently and fairly.
	+ Gauge Roles & Responsibilities & Calibrate with team members to ensure variance is below the desired level of acceptance.
	+ Monitors & Reviews the team’s performance regularly and does course correction as required.
	+ Coaching and mentoring associates.

# Accountability

* + Takes ownership of team performance and their wellbeing
	+ Follows up and monitors progress on team’s and target.
	+ Takes ownership of tasks & issues and proactively works towards resolution.
	+ Setting clear targets and standards for performance and behaviors and motivates teams to be accountable.
	+ Managing profitability of the process

# Problem Solving & Decision making

* + Ability to look for alternative solutions for problems identified.
	+ Takes decisions based on logical reasoning and relevant information and is backed by data
	+ Can independently take decisions on issues related to the team
	+ Possesses the ability to break complex problems into smaller parts before seeking resolution.



# ACHIEVEMENTS

* + Received accolades for my analytical skill and ability to manage multiple tasks from client end.
	+ Was awarded as best team member.
	+ Have got rewards for implementing new ideas for process improvements to enhance process.

# EDUCATIONAL CREDENTIALS

* + M.C.A - KSOU - A grade
	+ B.C.A - S.J.E.S College of management studies - 67%
	+ PUC- St Anne’s PU College - 60%
	+ SSLC - Oxford English High school - 84%

**DOB:** 21 April 1989

**Gender:** Female **Marital Status:** Married **Nationality:** Indian

**Passport Details:** Date of Issue**:** 11/11/2016, Date of Expiry: 10/11/2026

**Languages Known:** English, Hindi, Kannada and Tamil

Dedicated and focused individual, determined to add value to the organization I work for, through my exceptional knowledge and learning ability.