SAKSHI TIWARI

Project Manager - Avisha Trading LLC (Dubai)

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SUMMARY

Professional with a track record in Project Management, account management and customer relations in e-commerce and retail. Excelled in fostering strategic client relationships, surpassing sales targets, and spearheading projects from inception to completion. Proficient in leveraging data-driven insights for operational optimization and superior customer experiences. Passionate about technology and innovation. Seeking a challenging role to apply skills and contribute to success in e-commerce, Q-commerce, retail and F&B

EXPERIENCE

Project Manager

Avisha Trading LLC   📅 08/2023 - 11/2023   📍 Dubai, UAE

· Strategize, implement, and oversee project timelines, budgets, and resources for optimal efficiency
· Create and manage dashboards, reports, and data visualizations to convey insights to stakeholders efficiently and automate process by 50%
· Partner with business stakeholders to grasp data needs, collect, derive actionable insights, and 100% delivery routing
· Achieved 80% of agreed-upon business goals through successful execution of triggered and automated campaigns
· Leveraged data from 5000+ customer behaviors to shape contact strategy, aligning it with the lifecycle framework
· Manage and cultivate a portfolio of 40-50 bulk buyers and high-value clients

Executive Customer Relations Specialist

Amazon   📅 04/2022 - 05/2023   📍 Pune, India

· Managed simultaneous e-commerce projects, ensuring customer satisfaction, timelines, quality, and budgets
· Collaborated with the technical lead to align 4-5 project milestones with technical specifications monthly
· Developed and implemented precise project management plans with transparent communication at all levels, ensuring a 100% customer experience
· Streamlined order delivery with a reduction in customer escalations from 10% to 5% and SLA improvement from 24 hours to 16 hours
· Optimized processes through modifications to existing SOPs and implementation of new automations, policies, enhancing efficiency
· Fixed warranty claim delays by 40% and denial by service Centre with the help of data analysis, root cause analysis, stakeholder reach outs and documentation

Resolution Specialist

Amazon   📅 02/2017 - 04/2022   📍 Pune, India

· Led a high-performing team of 25-30 associates in the Amazon Business Department, maintaining exceptional customer relations
· Crafted realistic project plans, aligning with 100% client expectations and 90% business objectives
· Supervised team, sustaining 15% shrinkage, achieving 85% CSAT, and maintaining a 5-minute Average Handling Time
· Led team, achieving 90% performance goals aligned with network-wide vision and objectives
· Mentor 5 employees daily on expectations, target achievement, and conduct 30 contact audits, providing constructive feedback to improve performance
· Timely publication of reports on Amazon Business Team performance and key metrics, including productivity, lost hours, and transfer rate
· Enhanced SOP for heavy/bulky item installations, providing 100% clarity on charges
· Automated refund processing, cutting customer complaints by 80% and reducing weekly contacts by 2000

Process Associate

Conecntrix   📅 04/2015 - 12/2016   📍 Pune, India

· Resolved 100% customer queries through phone and chat, and email
· Provided SME support for 6 months

CERTIFICATES

Project Management, Agile Methodology

SQL and Jira

Power BI

Data Analytics and Visualization

Link to Certificates
https://drive.google.com/drive/folders/1vVULqJsbumB3vW-xeBhdyfo5GA1l1oK4?usp=drive_link

EDUCATION

Bachelors of Business Administration (BBA)

GS College, Nagpur University
📅 06/2012 - 06/2015

LANGUAGES

Language	Level	
English	Native	●●●●●
Hindi	Native	●●●●●
Marathi	Advanced	●●●○○

SKILLS

Advance Excel | Agile Methodology | SDLC | Budgeting | Customer Relations Management | Data Visualization | Data Analytics | ETL | Graphs | Project Management | Jira | Account Management | Team Handling | MS Office | Pivot Table | Power BI | Negotiation | Stakeholder Management | BRD | DAX | SQL | UML | User Story | Decision Making | Workflow Management | Ticketing System | MS Dynamics 365