

**EXPERIENCE** 

**CAREER OBJECTIVE**

**BALAJI KIRAN S**

**Shift Lead**

**SUMMARY**

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balajikiran@yahoo.in

Effective and result oriented Shift Lead capable of motivating and monitoring all performances of a team. Clear and disciplined with skill in inspiring team to accomplish business goals. A professional with overall experience of 7 years in operations and payroll.

I am a Self-starter and able to communicate efficiently in interpersonal and professional settings, through both written and oral forms.

**Areas Of Expertise**

* Supervising staff: Responsible for associate performance and delegating work on daily basis.
* **Managing Processes:** Setting up goals and streamlining the processes and creating SOP’s to standardise the process.
* Customer: Proficient in managing stakeholder expectations and providing resolution to their problems.
* Analytical and problem solving: Strong analytical & problem-solving skills with high attention to details.
* Multi-Tasking: Proficient in managing additional responsibilities like leading projects, ad-hoc assignments, trainings, meeting etc. Along with core responsibilities.
* **Event Management:** Have experience in conducting department events like team building and other monthly fun activities.
* **Time Management:** Ability to organize and prioritize workload, while meeting strict deadlines.
* MS OFFICE: Technical knowledge in Word, Excel, PowerPoint and Outlook.
* Presentations Skills: Have experience preparing and providing presentation to managers and stakeholders.
* Stress management: Over the years have gained proficiency in exceeding the expectations even during peak/stress environment.

To contribute my best ability to enhance quality and performance, not just as an individual but also as a team player. I am looking to learn and grow professionally, while encouraging & empowering others as well.

Quotient TechNOLOGY  JAN 2020 – Present SHIFT LEAD – OPERATIONS & Content Production

* Managing a team of 20 members and creating shift schedules for them.
* Maintaining and resolving SLA issues.
* Distribute all necessary tasks and duties during each shift in a fair and effective manner.
* Assess individual team member abilities and aptitudes, incorporate into shift duties to promote happy employees and effective workflows.
* Oversee all team members and ensure all duties and tasks are being performed efficiently and effectively during each shift.
* Manage time-off requests and unexpected no-show situations.
* Facilitate disciplinary action when necessary.
* Set performance goals for individual team members, create reward systems and/or contests as needed.
* Work closely with the Quality Assurance team to help the team achieve quality goals and production goals are met.
* Participate in weekly management meetings to discuss goals, progress, and any issues in need of resolution.
* Having one on one with employees on a weekly basis to discuss their performance & error’s.
* Assigning rush tickets that come through JIRA link and making sure all the tickets are completed on time.
* Creating PPT on biweekly basis and presenting it in front of stakeholders and team members.
* Building process documents for training needs.

**REWARDS & RECOGNITION**

**Amazon:**

* Was given the accountability and responsibility of four (Prime Now, ARIPL, CT & 3P) teams.
* Performer of the month for December 2018, January, March & September 2019.
* Day one award for Instituted automated ways for pricing June 2018.
* I was an active member in the fun committee and have organized weekly games and events and this has helped me interact with different teams.
* Received Award in the R n R for Initiating RIM and working towards its progress of adoption and adherence.
* Worked on Price review report and calling down during the ART event over the weekends with the CBDMs.
* Prepared Verbatim and FAQ’s with the team’s help, related to seller queries at the initially stage, which helped to respond the seller quickly over the call
* Initiated ANDON Project to reduce unresolved 500 trouble tickets.

Tesco

* Received Star of the month award 5 times for an outstanding performance and for being a good team player in Tesco.
* Have received 5 Team Value Award’s and 6 individual Value awards.
* Have implemented reports, control points, trackers to make work simpler and easier for the team and process.
* Have maintained a 100% quality for 25 continuous periods (Months).
* I have contributed to win the Team of the Year Award.
* Have helped other teams to complete their work during high volumes.

Tesco INDIA  OCT 2013 – Sept 2016 SENIOR Officer – PAYROLL

* Was accountable and responsible for the Cashiers, Control and Locums team.
* Processing payments for the employee’s working in Tesco U.K.
* Accounting all the payments which are processed on the Oracle 11i system.
* Trained new joiners about the process.
* Processing settlement agreement and Compromise agreement (COT3) for employees.
* Managing end to end locum payroll process and need to ensure smooth running of the process without any issues as per ways of working.
* Processing accurate payment and setting up new starters for the employees who are working in various Tesco pharmacy and optical store.
* Processing change of bank details and personal details of the locums
* Responsible for closing the team volumes received from the stores on weekly basis.
* Handle the payroll queries through e-mails and phone calls as per TAT.
* Sending weekly and periodic reports to the managers and the stake holders.
* Taking care of bacs stop, bacs trace, and daily bacs, if there is any discrepancy in pay or incorrect bank details.
* Need to laise with UK stake holders for process improvements, pay reviews and process implementations through mail or arranging conference call with our reporting manager in regular intervals.

**EXPERIENCE CONTINUED**

AMAZON  SEPT 2016 – Jan 2020 Senior ASSOCIATE – BUSINESS OPERATIONS & Category Management

* Oversee all operations, paying attention to areas in need of improvement and making notes of employees who are struggling.
* Design and lead training programs so all team members can perform in all tasks.
* Allocating daily jobs and training new team members and Managing team performance and progress.
* Implementing new initiatives and looking for ways to improve processes.
* Coordinating, attending, and leading team meetings.
* Communicating daily requirements and targets to the team.
* Review the operations on daily basis and ensuring schedules are met and all tasks are accomplished.
* Raise perishable POs to sellers on daily and weekly basis.
* Owning end to end process of cataloguing of Prime now and ARIPL.
* Send daily reports on perishables and ranking reports to make sure amazon products are placed at the top in Prime Now app for priority sales.
* Educating sellers with the process and change in system.
* Creating deals on day to day basis.
* Moved to C returns team and analyzed the reason for low reviews on the product and deep diving the reasons for product return.
* Working with our main client Cloudtail and sending them day to day pricing report.
* Presenting the weekly sales data to managers on weekly basis.
* Handling the reports of 15 spokes across PAN India for Prime Now and CT Now.
* Comparing prices of our competitors and thus communicating our sellers and pricing our products appropriately.
* Preparing various reports like Suppressing report, WBR & MBR, instock, top sellers, OOS, mapping, inventory reports.

**INTERESTS**

**EDUCATION**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name of the course** | **University / Board / Institution** | **Principal Subjects** | **% obtained** |
| Masters in International Business | Bangalore University,  Presidency College. | International Business | 65% |
| Bachelors in Business Management | Bangalore University,  St. George College. | Marketing | 59.66% |
| Pre-University College | PUC Board, Karnataka  St. Aloysius College. | Commerce | 61.16% |
| SSLC | SSLC Board, Karnataka  Mariam Nilaya High School. |  | 64.96% |

* Reading books.
* Listening to instrumental music.
* Playing cricket and table tennis.

**PERSONAL DOSSIER**

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| --- | --- |
| Date of Birth | 06th March 1986 |
| Hometown | Bangalore |
| Marital Status | Married |
| Father's Name | L Sathyanarayana |
| Nationality | Indian |

**DECLARATION**

I hereby declare that all the information being provided is correct and true to the best of my knowledge.

**Date:**

**Place: Bangalore (Balaji Kiran S)**