



# SANTHOSH P R

Assistant manager at Flipkart

5.11 years of experience in program management

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## SKILLS

Analytics

Leadership

Invent & Simplify

Customer obsession

Process improvement

Communication

Program management

Training

## TECHNICAL SKILLS

**Analytics**

Advanced excel, VBA, SQL, Tableau

**Project management**

Quip, Trello, OneNote, Qualtrics, MS office tools

## TOTAL WORK EXPERIENCE - 5 YEARS 11 MONTHS

### Assistant manager

Flipkart

02/2021 - 03/2021

Bengaluru

Responsible for

- manage day to day operations with the external partner to drive performance efficiency & productivity
- review the process and design and implement new controls to mitigate the gaps in process risks
- managing business operations support for strategy team across procurement, legal, compliance and accounting
- manage data reporting to stakeholders
- working with different business owners on implementation, execution and compliance with entity level controls

### Team leader

Amazon

05/2015 - 02/2021

Bengaluru

Responsible for

- Leading operations team of 7 associates to manage end to end fulfillment of TV & WM installations at the time of delivery.
- organizing and planning daily activities, analysis of productivity, efficiency and quality of the team.
- ensuring that Service Level Agreements (SLAs) are respected with business, and for the optimization of processes within the team.
- setting and monitoring employee objectives, coaching employees based on performance and quality analysis.
- providing input to leaders which helps in developing and modifying system to meet customer needs and develop business specification to support these modifications.
- working with Senior Program Managers to define high-level program road-map including definition, critical milestones, budget and strategic goals for unified installations.
- achieve the goal of 4.6 star ratings for the UDS services and maintain the consistency throughout the year 2020. During the process, I worked with multiple teams to streamline the technician onboarding & training process.
- reduce the installation reschedules from 24% to 16% by enhancing the customer awareness about the service through setting up relevant mails, SMS and IVRS calls.

## EDUCATION

### Bachelor of engineering

Malnad College of Engineering

08/2010 - 06/2014

Hassan, Karnataka

Courses

- Electronics & Communication

## LANGUAGES

English



Kannada



Tamil



Hindi



## INTERESTS

☆ Badminton

☆ Photography

☆ Travel