



AKSHATA SONAWANE

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Location: Hyderabad

"Illustrious career in shaping the company culture, fostering employee engagement, and driving organizational success through effective HR management."

OPERATIONS / HUMAN RESOURCE MANAGEMENT PROFESSIONAL

"Capable of developing robust talent pools, forming dynamic leadership teams, and cultivating high-performance organizational cultures."

A BRIEF SNAPSHOT

- **Diligent and Highly-skilled Professional with over 6 years of experience and strong acumen** in managing comprehensive HR operations and contributing to business success through effective human capital management. Remarkable proficiency in transforming HR departments into strategic entities that support business growth and foster a diverse, innovative work environment.
- **Exponential knowledge** in developing robust talent pools, forming dynamic leadership teams, and cultivating high-performance organizational cultures. Adept at introducing new processes, staffing strategies, and structures to improve business efficiency.
- **Proven ability** to lead organizations through transitional phases and advocating for cultural change. Expertise in recruitment processes, encompassing sourcing, interview coordination, testing, offer issuance, onboarding, and exit procedures.
- **A change advocate with competency** in utilizing the technology effectively for data-driven people decisions and leading the change programs enhancing growth, cost efficiency, and employee engagement.

CORE COMPETENCIES

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|-----------------------------|--------------------------|-----------------------------|
| • Strategic Planning | • Statutory Compliance | • Management Reporting |
| • Human Resource Management | • Labor Relations | • HRIS Management |
| • Staffing and Recruitment | • Employee Welfare | • Organizational Designing |
| • Compensation and Benefits | • Payroll Administration | • Change Management |
| • On the Job Training | • Employee Engagement | • Ad-hoc Project Management |
| • HR Policies | • HR Analytics | • Team Management |

EMPLOYMENT OUTLINE

Feb 2021 – Dec 2023: Amazon, Hyderabad as Contact Resolution Specialist

Commenced as Seller Support Associate and promoted to Contact Resolution Specialist

Key Deliverables:

- Managed a high volume of inbound customer inquiries through phone, email, and chat, ensuring timely and accurate responses.
- Identified and resolved complex customer issues, including complaints and service requests, leading to increased customer satisfaction.
- Maintained detailed records of customer interactions and complaints, ensuring a comprehensive database for future reference.
- Handled escalated seller interactions for marketplaces across the US, Canada, and Mexico.
- Monitored customer satisfaction through follow-ups and surveys, using the feedback to drive continuous improvement in service delivery.
- Participated in the training of new specialists, sharing knowledge and best practices to ensure high standards across the team.
- Improved the effectiveness in resolving seller-related queries.
- Crafted and refined product detail pages for marketplaces in the US, Canada, and Mexico.
- Investigated product-related concerns and potential customer fraud, leading to justified reimbursements for sellers.
- Oversaw and analyzed financial transactions pertaining to sellers.
- Analyzed trends in customer inquiries and issues, providing insights into the strategic planning of the customer service department.

May 2019 – 2021: Bobas & Bubbles – Inorbit Mall, Vashi as Proprietor

Initiated a Taiwanese Dessert and Bubble Tea Store in Navi Mumbai after in-depth market research. Ran the profitable venture for two years before its closure in May 2021, influenced by the Covid-19 pandemic constraints.

Key Deliverables:

- Oversaw store operations, including financial management, inventory control, and business planning to ensure profitability and efficiency.
- Drove the start-up's launch, operational setup, turnaround initiatives, and forging strategic partnerships.
- Developed and implemented sales and marketing strategies to attract new customers, retain existing ones, and boost sales, including advertising, promotions, and online presence.
- Ensured high levels of customer satisfaction through excellent service; addressed customer inquiries, and complaints, and provided solutions to meet their needs.
- Maintained inventory, selected products as per customer needs and market trends, and managed supplier relationships.
- Managed the store's budget, financial planning, and accounting; kept track of expenses and revenues, and made adjustments as needed to maintain financial health.
- Maintained the physical appearance of the store, and ensured it was clean, organized, and appealing to customers.
- Focused on customer acquisition and retention, leading to sustained business growth and profitability.

- Formed and nurtured strong relationships with key clients, prioritizing customer satisfaction.

2018: Kailash Parbat – Inorbit Mall, Vashi as Assistant Supervisor

Key Deliverables:

- Oversaw daily retail operations to ensure efficiency and customer satisfaction.
- Coordinated staff schedules to maintain adequate coverage during business hours.
- Monitored inventory levels and reordered stock as necessary.
- Implemented store policies and procedures to maintain a consistent and quality experience for customers.
- Handled customer queries and complaints with professionalism and care.
- Trained new team members in in-store procedures and customer service standards.

2017: U&I Entertainment – Navi Mumbai as Assistant to Event Ops Manager

Key Deliverables:

- Managed a diverse client portfolio, overseeing their yearly event schedules.
- Directed team efforts to devise and implement successful event strategies for clients.
- Facilitated communication and collaboration between multiple internal teams, such as marketing, client services, supply chain, design, and operations, for both client proposals and event execution.

2015 – 2017: Naaptol – Mumbai as In-House Model (Part-Time)

Key Deliverables:

- Successfully advertised telemarketing products for a Home Shopping Channel.
- Fostered and maintained customer relationships through skilled interactions.

PROFESSIONAL ACCOLADES

- Major Gemba Recognition, Amazon in 2022
- Contestant of MTV Splitsvilla Season 10 (2017)
- Silver-level Bachata Competition Winner
- Played national-level U-19 baseball in 2012
- Played State level U-17 basketball in 2011
- Represented Brand campaigns on my Social Media such as Happn App, Imperial Blue, Vivo India, mCaffeine, Oppo India, Shoppers Stop, Central India, Clean & Clear, Paytm Mall, Skoda India, B612 India, Honor India, OnePlus, Everyuth Naturals, Ariel, Reliance Jewels, Fbb Online, Urban Company, Lavie World, Pee Safe, Daniel Wellington, and more.

EDUCATION CREDENTIALS

- **Executive Certificate in HRM**, from IIM-Raipur in 2022.
- **PG Diploma in HRM**, from Narsee Monjee Institute of Management Studies, Mumbai in 2021.
- **Bachelor in Management Studies (Human Resources)**, from SIES College of Arts, Science & Commerce in 2017.

TECHNICAL PROFICIENCY

- MS-CIT
- C
- C++
- Posist

PERSONAL DOSSIER

Date of Birth: 9th May 1996 | **Languages Known:** English, Hindi, Marathi, and Telugu