

PRADEEPA G

Process Specialist

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Chennai

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PROFESSIONAL SUMMARY

Ecommerce Process Specialist with over 6 years of experience in the Retail & Services/eCommerce industry, highly skilled in Content and Catalog Management and Delivery. Adept at rapidly adapting and responding to changes in the environment and priorities with a Demonstrated history of leadership and multi-tasking abilities. Delivering Excellence to satisfy end customers. Well motivated to rapidly acquire new skills on the job and demonstrate strong analytical, communication and organizational skills.

EXPERIENCE

Process Specialist

Cognizant Technology Solutions - Walmart

07/2022 - 12/2023 Chennai

- Creating and updating Process related SOPs, streamlining workflow, and creating a teamwork environment to enhance productivity innovatively
- Handled a team of 15 members and produced good results within a short period.
- Improved team's production file quality from 60% to 95% in four months by planning effective allocations and daily feedback sessions.
- Mentor/Coach a team of process executives/senior process executives. Conduct regular meetings with Teams in order to get feedback about the workflow and always plans to reduce the associates work stress.
- Align individual goals with team objectives (work cohesively with the team)
- The main responsibility is to interact with clients to meet process deliverables.
- Implemented changes to existing procedures as required by management.
- Maintained detailed records of all process activities, catalog updates and modifications for future reference.
- Performed quality control checks on incoming data to detect errors or discrepancies.
- Resolved issues arising from process changes promptly.

Senior Process Executive

Cognizant Technology Solutions - Walmart

12/2019 - 06/2022 Chennai

- Supporting the team by clarifying queries related to Process, and providing feedback to associates on a weekly wise to improve their skills.
- Analyzed production processes and Conducted process assessments to identify areas of improvement in business operations.
- Reviewed, updated and corrected item descriptions in the catalog system.
- Ensured accuracy of data collected during process execution stage.
- Trained junior team members in technical skills and industry best practices, fostering a culture of learning and growth.
- Maintained a positive work environment by fostering open communication, providing constructive feedback, and recognizing team achievements.
- Optimized production quality by identifying bottlenecks and developing targeted solutions.
- Provided strategic and operational recommendations for improvement across departments.

SKILLS

Catalog Management

Content Management

Team Handling

Proficient in MS Excel

Proficient in MS Office Tools

Delivery Excellence

Process Optimization

Knowledge of researching online.

Quality Check

Workflow Management

Client Handling

Inventory Management

Schedule Coordination

Report Analysis

Production deadline management

Logical Thinking

Problem Solving

LANGUAGES

English

Advanced

Tamil

Proficient

EDUCATION

BCA - Computer Applications
CGPA 6.5

JBAS College for Women

01/2014 - 01/2017 Chennai

HSC

CGPA - 7.6

St. Raphaels Girls Higher Secondary School

01/2013 - 01/2014 Chennai

SSLC

CGPA - 8.7

St. Raphaels Girls Higher Secondary School

01/2011 - 01/2012 Chennai

EXPERIENCE

Process Executive

Cognizant Technology Solutions - Walmart

📅 12/2017 - 11/2019 📍 Chennai

- As per SOP guidelines, extracting the attributes for the given products.
- Collecting product information and images from the online portals.
- Updating product data, specifications and images.
- Always maintained 100% Productivity and Quality.
- Content Acquisition, Attributes Extraction, Brand Normalisation and Image Validation.
- Ensured compliance with company policies and industry regulations while executing daily tasks.

KEY ACHIEVEMENTS

Recognized and received positive feedback from the Clients. Have received Internal Rewards and recognition from Project for Leading the Team to achieve good results.

Groomed both bottom performer and good performer who has ability to move next level.

PROJECTS

Content Acquisition - Catalog Management

By owning different catalogs under Walmart, the main responsibility is to manage the vendor provided data and updating required attributes as per SOP.