

# Gaddam Nikhil Chandra | (+91) 9502843230|

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EDUCATION		
Bachelor of Technology(EEE)	JNTU hyderabad	2011- 2015
WORK EXPERIENCE & INTERNSHIPS		
Amazon(Digital and Devices Command center-D2C2)(Dec/2018-Oct/2019)	<p><u>Support Function Analyst</u></p> <ul style="list-style-type: none"> <li>Analyze and detect customer impacting problems before it impacts large number of customers.</li> <li>Analysing the rootcause of the issue for speedy recovery.</li> <li>Mitigate customer facing issues before in the starting stage itself hence reducing inflow of cutomer contacts.</li> <li>Constant interraction with various stake holders to speed process of issue resolution.</li> <li>Worked with various tools to obtain data on number of customers impacted hence concluding the severity of the issue.</li> </ul> <p><u>Achievement</u></p> <ul style="list-style-type: none"> <li>Was able to detect multiple issues which could have impacted large number of customers and resolved those issues inturn reducing inflow of customer contacts to Amazon Technical Support.</li> </ul>	
Amazon (D2TS)(Dec/2016-Dec/2018)	<p><u>Incubation Associate</u></p> <ul style="list-style-type: none"> <li>Dealt wit new device launches.</li> <li>Publish reports on the challenges faced by the customer using the newly launched devices.</li> <li>Keeping the Technical Support associates informed about the ongoing issues with the devices which would help them handle customer contacts.</li> </ul> <p><u>Achievement</u></p> <ul style="list-style-type: none"> <li>Was a part of the launch team and was invloved on the launch of each and every device in 2018-2019 window.</li> </ul>	
Amazon (D2TS Dart)(Sep/2015-	<p><u>Dart Associate</u></p> <ul style="list-style-type: none"> <li>As Dart I was responsible for assisting L2 employees with the process related issues hence driving customer satisfaction.</li> </ul>	

Dec/2016)	<ul style="list-style-type: none"> <li>• Process suggestion and reduction of challenges faced by Technical support associates.</li> </ul> <p><u>Achievement</u></p> <ul style="list-style-type: none"> <li>• Was able to reduce the AHT and PRR of associates by driving changes in the existing process and educating the associates with the process knowledge.</li> </ul>
INTERESTS	Travelling, Movies, and Music.
SKILLS AND SKILL DEVELOPMENT	
Skills	<ul style="list-style-type: none"> <li>• Comprehensive problem solving abilities</li> <li>• Positive attitude, sincere and hardworking</li> </ul>
Technical Skills:	<ul style="list-style-type: none"> <li>• Windows, Linux</li> <li>• MS Office</li> </ul>