Snigdha Pandey

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**Work Experience**

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| **DLS (Disability & Leave services) Associate** | **Remote role** |
| ***Amazon*** | **Apr 2022 - Oct 2023** |

* Served as the ﬁrst point of contact for U.S based employees regarding Leave, Disability, and Accommodation-related questions.
* Resolving queries by referring to documentation such as FAQs and standard operating procedures, escalating when required with the overall goal to build customer trust through empathetic personalized conversations.
* Facilitated team meeting huddles to provide policy refreshers and communicate updates, resulting in increased knowledge retention and adherence to company policies.
* Conducted 1:1 meetings with team members to share efficient work practices, resulting in improved productivity and increased scores on performance evaluations.
* Participated in the workshop for the creation and development of a new HRMS for the DLS department, providing valuable feedback that enhanced the system's alignment with team processes and policies related to leaves and medical accommodations.
* Maintained high performance levels by consistently achieving quality scores above 85% across all applicable KPIs.
* Took ownership of employee contacts, successfully opening and resolving new Leave of Absence and Accommodation case enquiries ensuring high customer satisfaction.
* Audited several calls for Quality Assurance and Analysis, to assist my manager in their tasks.

**Education**

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| **Institute Of Hotel Management, Bangalore** | **Bangalore, Karnataka** |
| ***B.Sc in hospitality and hotel management*** | **Jul 2021** |

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| **Institute of Management Sciences (Lucknow University)** | **Lucknow, Uttar Pradesh** |
| ***MBA in HR*** | **2024-2026** |

**Project Experience**

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| **Subhansh Sewa Trust - NGO (2024)** | **Virtual** |
| ***Human Resource Internship*** | **May 2024 – June 2024** |

• Posting Job vacancies.

• Short listing resumes and conducting interviews to hire, Social Entrepreneurs and Human Resource Interns, and manage them.

• Developed, maintained and communicated daily work records to senior management.

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| **Ra Foundation - NGO (2021)** | **Virtual** |
| ***Happy Kids Program Social Media Inﬂuencer*** | **Sept 2021 - Nov 2021** |

• Utilized social media platforms to successfully share fundraiser information, resulting in Rs 28,674 raised for students' educational funding.

• Raised awareness about the events and workshops organzied by the foundation attracting attendees and raising awareness for students' educational needs.

**Leadership Experience**

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| **Taj City Centre, Gurgaon** | **Gurugram, Haryana** |
| ***Internship*** | **Dec 2019 - Mar 2020** |

• Trained in all 4 core departments of the hospitality sector.

• Team Leader for research project and housekeeping group in college.

• Special appreciation from guests (handwritten and on the feedback platform).

• Outdoor catering for Lamborghini Launch.

**Skills & Interests**

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| **Skills** | **Microsoft Office (Excel, Word, PowerPoint) | DALI (salesforce case management system) | CRM | Google Forms | People Portal | Slack | ADP | Internshala and LinkedIn (as an employer) |** |

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| **Soft Skills** | **Problem Solving, Time management, Attention to detail, Teamwork, Communication and Leadership, Emotional Intelligence, Mentoring, Collaboration** |

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| **Language** | **Native Hindi | Fluent in English** |