Naresh Kumar Meena

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Professional Summary

Results-driven Operations Associate Lead with over 3 years plus of experience managing high-performing teams and customer-focused operations. Proven success in driving web-based initiatives, optimizing service delivery, and maintaining SLA compliance under fast-paced, deadline-driven environments. Adept in Agile frameworks with a proactive, risk-aware approach to problem-solving and decision-making. Recognized for a confident communication style, strong ownership mindset, and cross-functional collaboration

EXPERIENCE

CXQO Associate (Amazon-GO)   **Dec '20 — Nov '23**
Amazon India Development Centre   **Noida**

- Spearheaded multiple projects optimizing CX workflows across web-based interfaces, reducing turnaround time by 15% through dashboard automation and SOP standardization. Led multiple process improvement initiatives, increasing operational efficiency by 15% through workflow redesign and data analysis.
- Led cross-functional scrums to manage shift scheduling, gap analysis, and SLA compliance—resulting in consistent Top Quartile performance rankings for the team.
- Acted as escalation POC for mobile and web content discrepancies, mitigating process risks and improving stakeholder satisfaction scores.
- Managed multiple projects simultaneously during peak periods, maintaining composure under pressure while delivering quality outcomes

Key Achievements
Operational Efficiency Enhancement

- Awarded Top Team Lead Q2&Q3 FY22 for consistently exceeding CSAT and SLA metrics.
- Successfully led the pilot of a remote agent model, achieving parity in KPIs with in-office teams.
- Reduced team absenteeism by 20% through a revamped incentive and coaching program.

EDUCATION

Bachelor of Technology in Electrical and Electronics Engineering	GGSIPU Delhi	Aug'12 — July'15 Delhi

CERTIFICATIONS

Certified Scrum Master Level I

Certification in Business Analytics

AWARDS

ACE Employee Award
For consecutive 3 times for improving the SOP and root causing the defects and improving algorithm for best Customer Experience while shopping in stores.

STAR Employee Award
For 2 times in Recognized for exceptional accuracy in compliance checks, significantly reducing risk incidents.

PRIME Employee Award
For providing crucial support during the Sales and fixing the issues of software failure in less than a day and increasing in profit.

Technical Skills

- **Research & Validation:** Agile Project Coordination (Certified ScrumMaster-I), Risk Anticipation & Mitigation Strategies
- **Documentation:** Web-based Operational Project Delivery, SLA Monitoring & Root Cause Analysis
- **Tools:** Microsoft Excel (data validation, pivot tables, advanced formulas), JIRA
- **Communication:** Quality Assurance & Process Optimization, Team Coaching & People Management