



Ragavendran Natarajan

International MBA at EMLY-ON | 6 years @ Amazon - L&D Specialist & Consultant | Seeking roles in Training and Consultation |

📍 69008 Lyon, France

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Languages

English (Native)

French (Basic)

Tamil (Native)

About

An International MBA candidate at Emlyon business school pursuing Business Consulting and Product & Project management (minor).

I have 6 years of diverse experience in Amazon, culminating as a Senior Training Specialist and an Internal Training Consultant. Expert in Training delivery, facilitation, coaching and mentoring. I specialize in delivering Process and conceptual content as well as Soft-Skills, Communication, Leadership Skills, Customer Experience and Customer Management. I have also learnt and mastered AWS Concepts and Services, Incident and Escalation Management, CRM, Last Mile Delivery, Seller/Vendor Management and then designed and delivered training program and training sessions in a multi-functional and international environment.

I am a versatile resource and seek to continuously learn and up-skill myself to make me an effective & efficient member as well as leader of the team when required.

BRANDS WORKED WITH

Amazon

Amazon Web Services (AWS)

Experience



● Senior Training Specialist

Amazon | Sep 2022 - Aug 2023

Plan, Organize and Train New Hires, Tenured Associates and Leadership for Amazon Selling Partner Support team across different Amazon eCommerce Marketplaces and act as training consultant for other functions.

Conducting Needs Analysis, Gap Analysis, Identifying Training needs, Training Content Creation, Training implementation and stakeholder communication. I also manage and mentor New Trainers and Seasonal Trainers along with their training activities. Managed and mentored 7 Junior & Seasonal Training Specialists with their daily deliverables, activities and programs.

Designed, Formulated, Implemented and Integrated 5 new training programs and projects to support program launches. I also consulted on other training program launches of other functions and teams as well.

Led and mentored both Process Improvement, Continuous Improvement and Strategic projects. I also oversaw the analysis and decisive implementation of projects with just one of the project's estimated cost reduction of almost 600 000 USD per year.

● AWS Technical Specialist

Amazon Web Services (AWS) | Mar 2021 - Aug 2022

Trained New Hires, Tenured associates and Leaders on Cloud Computing, AWS services concepts, Technical and support management, trouble ticket handling, Incident management and Triaging as well as communication and Soft Skill content.

Learnt and mastered the concepts of Cloud Computing, AWS core and peripheral services and offerings in a short span of time. I worked with creation of 4 new training programs, content and courses for both the end customers and internal employees.

Trained associates to handle and assist small companies to enterprises across the world, Liaised and collaborated with OnCalls, AMs and necessary backend teams or via Trouble Ticketing, to deliver correct and SLA bound resolution to the end customers.



● Universal Training Specialist

Amazon | Apr 2019 - Mar 2021

As a Training Specialist, I train, assist, develop New Hires (20+ per batch) as well as tenured associates end to end in Amazon's India, US, Canada, Singapore, UK & Australia marketplace's customer service process and communication content. I also act as a Manager for New Hires (60- 90 day period) till they are accepted on to the floor, handling associates on daily deliverables, handle advanced metrics data and generate reports for stakeholders, handle retention and exit discussions and ensure end to end management of the New Hires till they are moved to production floor. I also constantly conduct Contact Audits through mining and live bargaining, evaluating and assessing the contact quality with a view to improve Customer experience and resolution. I also constantly work on projects on creating new SOPs for new skills, update and modify existing processes and SOPs to ensure the least waste and easier resolution for Customers and Associates alike. I also assign, manage, drive and handle site and network wide training assignments and act as POC for the same and share all the necessary data to involved stakeholders.



● **Subject Matter Expert**

Amazon | Apr 2018 - Mar 2019

As a detached assignment while working as a Customer Service Specialist, I worked as a Subject Matter Expert. I assisted, audited and delivered feedback to floor associates as a subject matter expert ensuring that the customers are receiving the best possible customer experience with Amazon while ensuring that the associates meet their performance metrics and compliance requirements. I provided expert assistance to associates on tough cases and will liaise with internal technical teams if necessary to ensure smooth delivery of resolution within prescribed SLAs.



● **Customer Service Specialist**

Amazon | Aug 2017 - Mar 2019

I handled customer queries and concerns delivering the best possible customer experience with Amazon through Phone, Chat and Email mediums and across 2 different marketplaces.

Education & Training

2023 - 2024

● **emlyon business school**

Master of Business Administration - MBA,

2013 - 2017

● **Jansons Institute of Technology**

Bachelor of Engineering - BE,