



Sadhvi Yelamali

Human Resource Management graduate

📍 Exeter, UK

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Languages

English

About

BRANDS WORKED WITH

Amazon UK

H&M Exeter

Myntra Designs Pvt. Ltd

Tech Progenie

Experience

● Sales advisor

H&M Exeter | Jun 2022 - Now

Assisted in maintaining inventory, store appearance, and individual work area according to store standards. Logged and addressed customer complaints; escalated appropriate issues and followed-up with relevant personnel to ensure proper resolution.

- Helped customers complete purchases, locate items, and join reward programs.
- Worked closely with customers to enhance their shopping experience by providing best customer service.
- Retaining loyal customers by enhancing their knowledge about offers and perks of shopping with H&M.
- Participated in marketing efforts to harness new sales opportunities, promoting the brand and fashion style on Instagram and TikTok.
- Achieved more than 75% target in gaining membership.
- On-boarded 100 customers to H&M loyalty points within 2 months.



● Catalogue Associate – Team lead

Amazon UK | Jun 2019 - Jan 2022

Identification and correction of catalogue errors; investigating catalogue related complaints. Audit internal productivity to identify source of errors and improve accuracy target to 99.7%

- Evaluate vendor proposals by making selection based on business impact, regular communication to regulate inventory flow & troubleshoot issues with product stream
- Identify process Enhancement/Automation to reduce the manual intervention
- Enhanced due diligence for our clients based on the latest Supply Chain and Inventory global standards
- Single-man task force that bridged the gap between the Bangalore and the overseas teams globally
- Create and communicate required templates and defect reports to team members and management
- Received Best Stand Out Performer 2020 award for extensive engagement with leadership across multiple continents



● Assistant HR

Tech Progenie | Mar 2019 - Dec 2021

Managed end-to-end recruitment from entry-level staff to leadership within the workplace.

- Develop, co-ordinate full cycle recruiting to include advertising, interviewing, and administer cognitive testing.
- Executed an extensive 5-day new hire orientation and 90 day probationary & training period. Successful on-boarding increased from 2% to 19% in one year.
- Reviewing and updating job descriptions.
- Maintaining employee records
- Updating HR databases (e.g. new hires, separations, vacation and sick leaves)
- Assisting in payroll preparation by providing relevant data, like absence, bonus, and leaves.
- Prepare paperwork for HR policies and practices
- Coordinate HR projects, meetings, and training seminars.
- Manage the department's telephone center and address queries accordingly Partnering with hiring managers to determine staffing needs.
- Screening resumes.
- Performing in-person and phone interviews with candidates.

•Connect50 – engagement & enablement survey: Monthly target was achieved throughout the year. Based on the survey results, countermeasures were recommended & implemented.

•HR/Team Member Relations (TMR) Monthly Report: The senior manager got full understanding of HR/TMR activities in Tech progenie and the benefits of those activities.

● Intern - Operations

Myntra Designs Pvt. Ltd | Aug 2018 - Oct 2018

Actively resolved customer disputes on call and ensure a 93% customer satisfaction

•Recommended potential products or services to management by collecting customer information and analyzing customer needs

•Demonstrated effective communication skills while interacting with customers and colleagues