

SURABHI KIBE

Business Analyst & Operations/Research Analyst

Profile Summary

- High energy driven professional with **more than 5 years** of experience including 4 years as a German Language Specialist with Amazon Development Centre
- Skilled in the overall functioning of the business process operations as per the pre defined SLA and TAT, to maximise customer satisfaction level
- Fast learner and aptitude to consistently deliver in a high-pressure environment; completed quality translations with tight deadlines
- Provided training and mentoring new joinees on the current process as well as assisted peers and colleagues with their doubts
- Tracked the process changes and documented the same for future references; enhanced managing of process and time and Quality
- Acumen in **Business Analysis**, planning, organizing, directing and controlling the assigned activities; managing and developing team capable of understanding the organizational mission and vision for coherent delivery; keeping updated of macro level picture of the organization
- Consistent track record of delivering results and building winning teams

Key Impact Areas



- **Team Management**
- **SDLC, Agile & Scum**
- **Requirement Elicitation**
- **German Language Expert**
- **Process Improvement**
- **Liaising & Coordination**
- **Training & Development**

IT Skills

- Windows 98/XP/Vista/10
- Advanced Excel (vlookup, Concatenate) & MSWord, MS PowerPoint, Outlook
- SAP, Oracle & ProSim (Chemical Engineering software)

Education & Credentials



Professional Experience

2015-Till date | Amazon Development Centre | Bangalore, India

Designation: German Language Specialist/Expert

Key Result Areas:

- Training and mentoring new joinees on the aspects & concepts of current process; providing assistance and advise to peers & colleagues with their enquiries regarding the process
- Participating in hiring for Amazon Development Center for the position of catalog associates
- Communicating with German vendors on call on daily basis to retrieve required information and documents on the designated product
- Updating wholistically German Catalog pages, description, bullet points, information related to the product as well as images for Amazon Germany
- **Translating** standard operating procedures (**SOP's**) as well as reading MSDS and documents in **German**
- Using Redshift SQL** and other Amazon Web Tools (ATL) for classifying hazardous materials for **German Market Place**
- Working on Excel Macro as well as maintaining sublime Productivity and Quality in Process

Highlight:

- ☐ Received the **Award** of Best **Employee** of the Month

1st Jan 2014-2nd Jan 2015 | Production Unit-01 at Symbiotec Pharmed Ltd. SEZ | Pithampur (Indore) Designation: Production Officer

Education

- ☐ B2.1 Level Certificate in German language from Max Mueller Bhavan, Delhi; 2013
- ☐ B.Tech. Chemical Engineering from Banasthali University, Rajasthan; 2012
- ☐ Diploma in German Language from Banasthali University, Rajasthan; 2011

Projects Executed

- Topic: "Working of Spectrometer" for Gun Carriage Factory, Jabalpur
- Topic: "Study of Heat Exchangers" for Narmada Gelatins Ltd., Jabalpur

Training

- Trained on:
 - o Study of Heat Exchangers
 - o Working of Spectrophotometer to determine the contents (elements) of the product in hand
 - o VBA & SQL
 - o Business Ethics

Extracurricular Activities

- ☐ Participated in Dance in RBS (Retail Business Service Amazon) Annual Bash
- ☐ Played:
 - o Inter-College Basketball Tournament in 2009 organized in Banasthali University
 - o Regional Level Basketball Tournament in 2007-08 organized in Kendriya Vidyalaya, No.2, G.C.F., Jabalpur.(secured 1st position)

Personal Details

Date of Birth: 19th February, 1991

Languages Known: Hindi, Marathi, English and Deutsch (German)

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