**SANGEETHA GOVINDARAJAN**

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**PROFESSIONAL HIGHLIGHTS**

* Seasoned Technology expert in defining and delivering products that customers love. Over 1**4+ years** of experience and expertise in technology, product management, and user experience design for mobile apps, web, e-commerce, Digital & Devices, Telecommunications, and HRTech.
* Proven leadership in spearheading innovative product strategies, notably enhancing Walmart's e-commerce operations and Amazon's employee experience, impacting **over 2.8 million associates.**
* Influential in the conceptualization and launch of Amazon’s digital and device product roadmap, significantly enhancing customer experiences for over **400 million users** and grew user **adoption of devices by more than 25%** in less than **6 months** and contributing to **18% of increase in ROI.**
* Pioneered T-Mobile’s industry-first crowd-sourced, customer-verified Coverage Map tool, later adopted by **13 MVNO partners** and subsidiaries and actively used by **3 million users** monthly.
* Instrumental in the development and successful deployment of next-gen payment kiosks, setting new service standards and driving **32% of overall Frontline cost savings** and **46% revenue growth.**
* Drove Digital Marketing initiatives for all Product offerings at Microsoft with a **$9M budget** across **8 regions and 25 countries** resulting in significantly enhancing digital engagement across global markets and **41% increase** in overall new user onboarding.
* Passionate about building innovative next generation mobile and web products that makes lives easier for users and solves real life problems.
* Experienced in developing highly scalable, performant and internationalized web applications.
* Exemplary project management, successfully directing cross-functional teams and driving digital transformation projects, ensuring efficient and timely delivery with high customer satisfaction.
* Recognized for exceptional communication and collaboration skills, establishing and nurturing client relationships, leading to significant annual cost savings.
* Agile and Scrum advocate, having improved **productivity by 60%** and enhanced team dynamics through effective leadership and process reforms.
* Strong promoter of agile methodologies and thriving in fast-paced and changing environments including team building, personal development, mentoring, coaching and conflict resolution.
* Experienced in managing complex projects with geographically distributed teams.
* Championed **The Goddess Project's** (https://www.thegoddessproject.org/) mission through strategic product innovation, creating digital platforms that empower women, foster mentorship, and enhance access to educational resources, leading to measurable advancements in gender equality initiatives.
* Mentored and coached more than **50 individuals** to break into product management and have successful careers in Product management.

**PROFESSIONAL EXPERIENCE**

**WALMART INC (NASDAQ:** [**WMT**](https://www.nasdaq.com/market-activity/stocks/wmt)**)**

**Walmart Inc.** (formerly **Wal-Mart Stores, Inc.**) is an American multinational retail corporation that operates a chain of hypermarkets (also called supercenters), discount department stores, and grocery stores in the United States, headquartered in Bentonville, Arkansas. The company was founded by brothers Sam and James "Bud" Walton in nearby Rogers, Arkansas in 1962. It also owns and operates [Sam's Club](https://en.wikipedia.org/wiki/Sam%27s_Club) retail warehouses.

Walmart is the [world's largest company by revenue](https://en.wikipedia.org/wiki/List_of_largest_companies_by_revenue), according to the Fortune Global 500 list in October 2022. In February 2023, Walmart announced that its FY2023 total revenue was $611.3 billion. Walmart is also the largest private employer in the world with 2.2 million employees. It is a publicly traded family-owned business, as the company is controlled by the Walton family. Walmart's investments outside the U.S. have seen mixed results. Its operations and subsidiaries in Canada, the United Kingdom, Central America, South America, and China are successful, but its ventures failed in Germany, Japan, South Korea, Brazil and Argentina.

Walmart Global Tech develops and manages the foundational technologies on which Walmart Inc.'s customer experiences are built, including cloud, data, enterprise architecture, DevOps, infrastructure and security. The tech organization powers Walmart Inc. and its business units, including Walmart U.S., Sam's Club and Walmart International. It is also an enterprise services organization that develops solutions to help 2.3 million Walmart and Sam’s Club associates work and live better. At Walmart Global Tech, one line of code or bold idea can make life easier for hundreds of millions of people – talk about epic impact at a global scale.

**Senior Manager, Product Management October 2022 – Present**

* Guiding and mentoring PMs in defining long-term strategies, outcomes, and success metrics for each of their respective products.
* Building domain knowledge and competitive intelligence in the product areas his PMs operate, ensuring a thorough understanding of market trends and customer needs.
* Driving transparency, collaboration, and pressure testing of ideas within his team, ensuring that product development efforts are aligned with customer requirements and company goals.
* Collaborating with PMs to evangelize and gain buy-in on their product vision with VP/Directors, fostering a shared understanding of the strategic direction.
* Identifying and removing roadblocks, surfacing, and mitigating short-term risks, and helping his team navigate challenges that may arise during product development.
* Making opportunity, cost, and resource trade-offs with guidance from leadership, ensuring that resource allocation is optimized and aligned with organizational priorities.
* Staying connected with engineering leaders on vision, timelines, risks, and team dynamics, facilitating seamless communication and collaboration between product and engineering teams.
* Maintaining a strong connection with design leadership on design needs, priorities, timelines, and long-term vision, ensuring that product design and user experience align with the overall product strategy.
* Spearheading the Portfolio Tools Product team, focusing on delivering innovative solutions to enhance productivity across Walmart's eCommerce operations.
* Managed a suite of tools, enhancing internal processes for a user base of 180K and managing 10 million+ issues, leading to a 35% improvement in data integrity.
* Drove strategic initiatives that resulted in streamlined enterprise-wide capacity planning and operational workflows.
* Instrumental in aligning cross-functional teams, including engineering and design, ensuring seamless collaboration and a shared vision. This alignment is crucial for efficient product development and execution.
* Serves as a critical liaison between the team and the company's leadership. By effectively communicating product visions and securing buy-in from VP/Directors, ensuring that the entire organization is aligned with the strategic direction of the Custom build EPPM tool. Making informed trade-offs and navigating challenges contributes to the successful delivery of these solutions.

**AMAZON.COM (NASDAQ:** [**AMZN**](https://markets.financialcontent.com/prnews/quote?Symbol=NQ%3AAMZN)**)**

[Amazon.com](https://www.amazon.com/) sometimes known as Amazon is an online retail shopping services company that was founded in 1994 and is headquartered in Seattle, Washington with a recent second headquarter in Arlington, Virginia. The company trades as “AMZN” in Nasdaq stock exchange. It provides services to four primary customer sets: consumers, sellers, enterprises, and content creators. The company also provides other marketing and promotional services, such as [online advertising](https://advertising.amazon.com/) and [co-branded credit card](https://www.amazon.com/Credit-Cards/b?ie=UTF8&node=1266766011) agreements. It serves consumers through its retail websites with a focus on selection, price, and convenience. It designs its websites to enable its products to be sold by the company and by third parties across dozens of product categories. It also manufactures and sells the [Kindle e-reader](https://www.amazon.com/Amazon-Kindle-Ereader-Family/b?ie=UTF8&node=6669702011) and strives to offer customers the lowest prices possible through low everyday product pricing and free shipping offers, including through membership in Amazon Prime. The company offers programs that enable sellers to sell their products on its websites and their own branded websites, earning fixed fees, revenue share fees or per-unit activity fees from these transactions. It also serves developers and enterprises of all sizes through [Amazon Web Services (AWS)](https://aws.amazon.com/), which provides access to technology infrastructure that enables virtually any type of business. The company operates in two principal segments: North America and International. The North America segment consists of retail sales of consumer products and subscriptions through North America-focused websites such as [www.amazon.com](http://www.amazon.com) and [www.amazon.ca](http://www.amazon.ca). The International segment consists of retail sales of consumer products and subscriptions through internationally focused locations. This segment includes export sales from these internationally based locations, including export sales from these sites to customers in the U.S. and Canada.

**Senior Product manager, Amazon.com** **June 2019 – October 2022**

* Lead a fast-growing team (8 engs, 3 PdMs, 2 Data Scientists, 2 UX Researchers) to create the vision, strategy and product plan for Lucid, a product to track the S-Team goals and glean insights from the performance of Amazon’s 2.3MM associates across the globe.
* ​​Create and deliver the strategic vision and international expansion roadmap for FTVE devices and globally ($3MM incremental revenue through acquisition of new customers)
* Own end-to-end product lifecycle, defining and delivering all business, customer, compliance/regulatory and UX requirements.
* Manage a team of Technical and non-Technical Program Managers to execute technical deployment, testing and launch of new international marketplaces and product features.
* Managed all business verticals and defined go-to-market strategy for expansion initiatives across Marketing, Merchandising, Content Onboarding, PR and other non-technical work streams.
* Orchestrated comprehensive customer product and service experiences, tailoring emerging products across Digital, Device, and Alexa Support platforms to enhance user engagement and satisfaction.
* Championed customer-centric innovation by steering the Fire TV product and service strategy introducing groundbreaking support concepts that shaped Amazon's Digital and Device promotional & future offerings.
* Architected the customer product and service experience for emerging products in Digital, Device, and Alexa Support.
* Advocated for the customer, influenced the product and service strategy, pioneered new support ideas and influenced the future Amazon Digital and Device emerging product roadmap.
* Partnered with business, product and engineering teams, and program launch and learning teams from concept through implementation impacting millions of customers in many dynamic Amazon businesses across the globe.
* Partnered with the Kindle team and launched a self-service e-book return option within Kindle iOS App; handled 20k returns in the first 30 days and reduced the overall contacts by 15%.
* Responsible for the vision and strategy of customer contact experience and tools developed to help customers get most out of their Amazon devices and digital services, from Kindle and Echo to Prime Video and Amazon Music. The products allow customers to answer questions about their device or digital service, self-serve basic troubleshooting and transactions, or connect to Customer Service for additional support.
* Spearheaded initiatives for building products used by Customer Service Associates, to provide reliable and efficient support. The customer service team constantly monitors the voice of the customer, to improve existing devices, and anticipate customer needs for future technology. responsible for leading operations and customer experience teams supporting all [Amazon.com](http://amazon.com/) customers.
* Led bi-weekly meetings, wrote and implemented standard operating procedures, and managed customer service representatives leading to increased efficiency and reduced escalations to the business team by 71%, saving 104 man-hours per year.
* Leveraged quantitative and qualitative data to inform the team’s product strategy.
* Worked with internal and external stakeholders to communicate product strategy, release progress, and launch communications.
* Conducted competitive analyses of similar and potentially disruptive digital product offerings of other companies and start-ups.
* Inﬂuenced key product features impacting millions of customers, across many dynamic D2AS (Device Digital Alexa Support) Amazon businesses from Prime Video to Alexa enabled products.
* Forged and led cross-functional partnerships with business, product, and engineering teams to harmonize product design, development, and execution, ensuring a seamless transition from ideation to market launch.
* Played a pivotal role in the product strategy team, affecting the service experience for over 400 million users globally, benchmarking Amazon as a leader in customer satisfaction within digital domains.
* Led the development and launch of Alexa support features that significantly reduced customer effort scores by streamlining interactions, resulting in a 30% increase in customer satisfaction ratings.
* Acted as the voice of the customer within the product team, using data-driven insights to inform and persuade product enhancements, which led to a 25% reduction in support call volumes.
* Collaborated with global program launch teams to deliver educational content and learning tools, enhancing customer understanding and usage of new products, thereby accelerating adoption rates.
* Pioneered a comprehensive feedback loop integrating customer insights into the product development lifecycle, directly impacting feature prioritization and contributing to a 15% faster product iteration cycle.
* Mentored and coached 8 Technical Program Managers at Amazon to earn Senior Product Manager roles at Big Tech.
* Drove Strategy, Ideation, Concept development and Growth of Amazon’s Engagement conversation platform to glean insights on S-team goals specific to the different attrition categories.
* Data-Driven growth points from various analytic tools to help shape the roadmap of the product.
* Played a key role in establishing and being a major contributor to the product team’s user research activities, a strong evangelist for user interviews, testing, and analyzing results.
* Working alongside technical initiatives from the API team and other internal product teams to build a global performance management product that helps more than 2.3MM Amazon Associates across 58 countries manage their performance and build a successful career at Amazon.
* Collaborating with the cross-functional team (Product, Technology, Data Science, Design, QA, Program Management, Customer Service, Legal and Compliance) to conduct customer interviews, identify pain points and drive future vision and strategy.
* Working with the Data Science team to build Machine Learning Models that would predict the likelihood of performance infractions in Associates and provide guided coaching and training to them to help succeed in their jobs.
* Writing and maintaining user stories in SIM, an internal Amazon ticketing system and working with the team to implement and UAT these stories.
* Leveraging quantitative and qualitative data to inform the team’s product strategy.
* Working with internal and external stakeholders to communicate product strategy, release progress and launch communications.
* Conduct competitive analyses of similar and potentially disruptive digital product offerings of other companies and start-ups.

**T-Mobile USA (NASDAQ:** [**TMUS**](https://www.nasdaq.com/market-activity/stocks/tmus)**)**

T-Mobile USA, often referred to simply as T-Mobile, is a provider of wireless voice and data services in the United States, with headquarters in Bellevue, Washington and a major presence in the Kansas City metropolitan area. The company trades as "TMUS" on the NASDAQ stock exchange. Catering to a diverse market, T-Mobile serves consumers, businesses, and government agencies with a range of wireless communication options. It is recognized for its disruptive business strategies in the telecommunications sector, particularly with its "Un-carrier" initiatives which aim to challenge industry norms and provide customer-centric services and pricing. T-Mobile offers a variety of products, including smartphones and tablets, and services such as mobile internet, messaging, and voice plans.

T-Mobile's marketing efforts include sponsorships, traditional and digital advertising, and partnerships, with a focus on creating brand loyalty and attracting new customers. The company has also been involved in several high-profile mergers and acquisitions, most notably its merger with Sprint Corporation, which has significantly expanded its customer base and network coverage.

The company is structured into two main operating segments: the T-Mobile and Metro by T-Mobile brands, which focus on different market segments, but both provide wireless services. The T-Mobile brand targets a broader national market with postpaid and prepaid wireless voice and data services, while Metro by T-Mobile serves as a competitive prepaid alternative for cost-conscious consumers.

T-Mobile also invests heavily in network infrastructure to support its services, including the deployment of 5G technology, which is intended to provide faster data speeds and improved connectivity to customers. As the wireless telecommunications industry continues to evolve, T-Mobile remains at the forefront by innovating and adapting its offerings to meet the changing needs of its customers.

**Senior Product manager, T-Mobile USA** **March 2014 – June 2019**

* Championed the conceptualization and leadership of a 25+ member Retail Frontline team, driving innovation with solutions such as Coverage Maps, Mobile Integration, and Payment Kiosks.
* Introduced the pioneering, customer-verified Coverage Map, marking a significant shift in how consumers engage with network services, with over 2 million active monthly users.
* Executed the strategic launch of cutting-edge payment kiosks in Puerto Rico, addressing the region's unique demographic needs, marking T-Mobile’s trailblazing market-specific technology deployment.
* Oversaw the creation and execution of a Device Triaging tool, enhancing customer buy-back experiences and realizing year-to-date savings of $480 million while boosting conversion rates by 68%.
* Revolutionized in-store processes, slashing transaction times by 90% and establishing new industry benchmarks for service level agreements.
* Orchestrated the design and rollout of iOS applications for Retail Tablets, streamlining troubleshooting and issue reporting, which contributed to a 17% increase in device usage.
* Achieved cost savings of $0.5 million by reducing Service Desk calls through the improved functionality of Retail Tablet apps.
* Conducted comprehensive gap analysis leading to the identification and prioritization of new product opportunities, subsequently advising management on strategies to secure an additional $3 million in revenue for the first quarter.
* Managed the integration of mobile technology in retail stores, achieving 100% mobile capability, which substantially enhanced customer service and operational efficiency.
* Implemented a new vision scanning technology, increasing accuracy in inventory management and customer interactions.
* Led the development of T-Mobile Apps that streamlined customer access to services and support, directly contributing to increased customer retention.
* Initiated and steered cross-functional collaboration that enhanced the retail team’s agility and responsiveness to market trends and customer needs.
* Played a key role in digital transformation efforts within retail environments, leading to a more robust and technologically advanced customer service model.
* Fostered a culture of continuous improvement and innovation within the team, aligning with broader organizational goals for customer experience excellence.
* Drove the integration of customer feedback into the product development cycle, leading to rapid enhancements and user-focused product iterations.
* Directed the transition to agile methodologies, significantly reducing product development cycles and accelerating time-to-market for new solutions.
* Negotiated with technology vendors to secure cost-effective solutions for retail operations, directly impacting the bottom line.
* Analyzed market trends and competitive landscapes to inform strategic planning, ensuring T-Mobile’s position as a market leader in retail technology solutions.
* Navigated regulatory and compliance challenges to deliver products that met stringent industry and company standards.
* Maintained alignment between product development and overarching business objectives, ensuring that each project delivered measurable business value and customer satisfaction.

**Microsoft Corp (NASDAQ:** [**MSFT**](https://www.nasdaq.com/market-activity/stocks/msft)**)**

Microsoft Corporation, widely known as Microsoft, is a global technology company founded in 1975 and headquartered in Redmond, Washington. The company is listed on the NASDAQ stock exchange under the ticker symbol "MSFT". Microsoft operates through a variety of customer segments, including individual consumers, enterprises, educational institutions, and government entities. The company is renowned for its extensive range of software products, including the Windows operating systems, the Office suite, and the Azure cloud platform.

Microsoft's offerings extend beyond software to hardware with products like the Surface line of tablets and laptops, and the Xbox gaming consoles. It also provides digital services, such as LinkedIn, Skype, and Bing, catering to both professional and personal user needs. The company's digital storefront, the Microsoft Store, serves as a platform for distributing its software and services.

In terms of marketing and promotional efforts, Microsoft utilizes a mix of online advertising, partnerships, and developer ecosystems to engage with its customers and expand its market reach. The company's strategy often involves fostering collaborative relationships with other businesses through its Microsoft Partner Network, as well as offering co-marketing opportunities.

The company structures its operations into three main segments: Productivity and Business Processes, Intelligent Cloud, and More Personal Computing. Productivity and Business Processes encompass products like Office, Dynamics, and LinkedIn. Intelligent Cloud includes the Azure cloud services, server products, and enterprise services. More Personal Computing covers the Windows operating system, devices like the Surface and Xbox, and search and advertising through Bing.

As a leader in AI, cloud computing, and enterprise software, Microsoft continues to drive innovation and transformation in the technology sector, with a strong commitment to security, privacy, and sustainability. The company's mission is to empower every person and every organization on the planet to achieve more, which is reflected in its diverse array of products and services designed to enhance productivity and connectivity across the globe.

**Technical Product Manager, Microsoft Corp** **June 2012 – March 2014**

* Spearheaded the creation and launch of Microsoft's Conversational Understanding service, managing a diverse team of 22 professionals, which was instrumental in enhancing Bing's interactive customer service capabilities.
* Pioneered the evolution of the service, overseeing all aspects of feature set development, release scheduling, and the creation of monitoring tools to ensure compliance with Bing’s live site standards.
* Directed a team of 8 specialists in a comprehensive redesign of the Microsoft Enterprise site, achieving a highly responsive and customer-centric user interface.
* Orchestrated full-site customization, including rebranding, search optimization, and the integration of advanced web analytics, leading to a 20% improvement in user engagement metrics.
* Managed a $3 million media spend for strategic digital marketing campaigns that amplified digital engagement and drove conversions for Microsoft’s Cloud and Enterprise (C+E) platforms.
* Led a marketing team in the execution of multi-faceted campaigns, developing content that significantly increased lead generation by 35% over a fiscal quarter.
* Developed and oversaw customer-facing websites across 34 languages and 74 markets, expanding Microsoft’s global footprint and user accessibility.
* Drove the efficiency of the localization process by coordinating with the globalization team, reducing translation and implementation time by 40%.
* Formulated and executed a comprehensive business strategy, engaging with customers and sales personnel to define product rules and user experiences.
* Secured buy-in from senior executives and Microsoft resellers for new product initiatives, enhancing the B2B sales strategy and partner network.
* Launched Microsoft.com/enterprise, providing market-specific solutions, which led to a 30% increase in localized market engagement.
* Delivered projects with exceptional diligence, achieving an average customer satisfaction rate of 4.9/5.0 and maintaining a 100% on-time delivery record.
* Engaged with business units to pinpoint technical solutions for identified business challenges, leading to the development of more user-friendly customer service tools.
* Performed gap analyses and facilitated customer design sessions, effectively prioritizing product development and resolving user experience conflicts.
* Streamlined cross-departmental communication and project coordination, ensuring the alignment of technical solutions with business objectives and customer needs.

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**Product manager, T-Mobile USA** **Oct 2010 – June 2012**

* Directed a product management team responsible for the complete life cycle of UX and visual design projects at T-Mobile, resulting in a 20% year-over-year improvement in user satisfaction ratings.
* Managed a robust project pipeline, ensuring alignment with T-Mobile's strategic goals and optimizing resource allocation, leading to a 15% increase in operational efficiency.
* Administered the departmental budget and conducted finance reconciliation, achieving a cost saving of 10% through effective fiscal management and process optimization.
* Oversaw vendor selection and management, securing favorable terms that led to a 5% reduction in costs while maintaining high standards of quality and delivery.
* Implemented significant process improvements within the UX design framework, reducing project delivery times by an average of two weeks.
* Orchestrated the intake and scoping processes for new projects, enhancing the team’s ability to handle a 30% increase in project volume without compromising quality.
* Developed and executed the corporate web marketing strategy, increasing web traffic by 25% and server utilization efficiency by 18%.
* Spearheaded the development and launch of innovative products and services, directly contributing to a 22% growth in the product line’s revenue.
* Established an effective Business Desk, streamlining proposal development and improving bid responsiveness, which increased the win rate of complex bids by 20%.
* Successfully led contract negotiations for T-Mobile’s Drive Smart initiative, securing contracts that improved customer retention by 12%.
* Formulated and executed a BI sales strategy in collaboration with the business development team, leading to a 15% increase in sales leads and a 10% improvement in sales conversion rates.
* Regularly performed P&L analysis, initiating corrective measures that increased overall profitability by 8%.
* Pioneered the rollout of new products, enhancing end-to-end communication and tracking, and achieving a 95% on-time delivery rate.
* Initiated and led cross-functional collaborations that enhanced the product development process, increasing project completion rates and decreasing time to market by 25%.
* Leveraged subject matter expertise to aid the sales process, contributing to a 30% improvement in sales team performance and a 10% increase in enterprise customer acquisition.

**OVERALL ACHIEVEMENTS**

* Part of the team that won Amazon’s “Just Do It” Award, an award created by former Amazon CEO and founder, Jeff Bezos to recognize employees for two of Amazon’s core values: innovation and bias for action.
* Developed a product that became the de-facto product for managing S-Team goals for all of Amazon’s Global Associate population and helping leaders understand outliers and effectively act upon those to effectively improve Employee experience across various areas.
* Launched 3 new FTVE to customers in the United States, India & United Kingdom.
* Launched Message Us (MU) in the Help & Feedback section of the Alexa app for US customers. To improve customer experience, we removed the email option and replaced it with Message Us, which quickly connects the customer to a CS associate to answer their question. Customers can leave the chat and re-enter the conversation later to pick up right where they left off. Prior to launch, 25% of customers went to email and 75% went to the phone page to contact CS. With MU, we see a reversal in how customers choose the text channel over calling by 72% of customers entering Message Us and only 28% going to the phone page.
* Launched Fire TV troubleshooting workflow on MessageUs in the United States. By collecting and analyzing most asked questions from Digital and Devices customers for Fire TV, we surface customers' solutions by navigating them to help sites or playing help videos in MessageUs. This change enhanced Customer Experience by providing customers with common troubleshooting guidance for Fire TV. The analytics platform showed a 1709 basis points (bps) AIR *(Automated Issue Resolution is the metric that is used to measure how well the bot can resolve issues without involving a human associate.)* improvement for triggered contacts (from 3.64% to 20.74%). From a worldwide Digital and Device MessageUs perspective, we saw a 28bps global AIR improvement, translating to 19K annualized contact reduction in MessageUs or $97K annualized cost saving in the first one month of launch.
* Earned the “Just Do It” Award for exceptional problem-solving skills in security within Splunk, securing customer trust and data integrity.
* Acknowledged for outstanding contribution to developing a ScandIt alternative for Remo/Timo Next Gen, leading design efforts and field studies, and presenting solutions to business partners.
* Praised for excellence in uniting diverse teams and facilitating communication to achieve common goals across multiple projects, recognized for equal representation and collaborative success.
* Delivered one of the best product demos of the year for Tmo NextGen for retail, showcasing exceptional presentation skills.
* Recognized for expert system knowledge and advocacy for frontline needs, leading to rapid and effective project response and significant improvements for front line operations.
* Applauded for critical role in the successful launch of REMO ID Capture, contributing to a significant win for frontline operations and enhanced customer experience.
* Celebrated for commitment to bringing ID Capture to the frontline, marking a major advancement in digital acceleration and customer privacy protection in stores.
* Lauded for the successful launch and stabilization of BPK, demonstrating leadership in navigating and integrating cross-functional teams, positively impacting project outcomes.
* Known for a positive and winning attitude while managing without an EIT/EPO PM, maintaining momentum and project progression.
* Commended for adeptness at working across stakeholder groups to vet UI and experience changes, resulting in an exceptional final product.