



SUSHMA KIRAN

Al Khor, Qatar | +974 55986660 sushmakiran95@gmail.com

Qatar ID: 29535651062 | Residency Type: Family Visa

PROFESSIONAL SUMMARY

Strategic and adaptable professional with a multifaceted background and experience in human resources, recruitment, logistics, and executive support. Skilled in developing and executing recruitment plans, managing delivery logistics, and facilitating executive communications. Dedicated to achieving organizational goals through continuous improvement and stakeholder engagement.

EXPERIENCE

07/2023 to 11/2024

Executive Relations Specialist

Amazon - Bangalore (Virtual), India

- Managed escalated issues involving CEO, Vice-President (VP), and senior stakeholders, resolving critical supply chain and logistics challenges on a global scale.
- Collaborated with cross-functional teams, key stakeholders, and leadership to identify and address systemic operational issues, ensuring timely resolution.
- Conducted research and developed Voice of Customer (VoC) proposals to improve overall customer experience and service quality.
- Served as an advocate for Customer Service Agents by managing and redirecting inappropriate work requests from other departments to maintain operational efficiency.

08/2021 to 07/2023

Shipping and Delivery Support Associate

Amazon India

- Identified and resolved Delivery Partner concerns by troubleshooting issues and recommending process improvements to enhance delivery operations.
- Delivered timely issue resolution through in-depth research and use of internal tools, coupled with effective communication with cross-functional stakeholders.
- Applied strong time management and organizational skills to meet strict deadlines and maintain operational efficiency

09/2018 to 06/2021

Human Resources & Administrative Coordinator

Automation Technologies – Mangalore, India

- Handled end-to-end recruitment: job postings, applicant tracking, interviews, and candidate communication.
- Facilitated onboarding: prepared documents, led orientations, and ensured HR policy compliance.

- Maintained accurate and up-to-date employee records, managed confidential HR files, and supported document control and filing systems.
- Responded to employee inquiries, supported conflict resolution initiatives, and contributed to maintaining a positive and productive work environment.
- Supported administrative functions including calendar management, correspondence handling, and coordination of internal communications.
- Assisted with payroll preparation, processed invoices, and helped maintain accounting records in collaboration with the finance team.

SKILLS

- Executive communication
- Customer Relations
- Root cause analysis
- Data Analysis
- Effective communication
- Decision-making
- Teamwork and collaboration
- Proficient in analytical thinking
- Complaint Investigation
- Operation management
- Supply chain coordination
- Recruitment & Talent Acquisition
- Employee Onboarding & Offboarding
- HR Policies & Compliance
- Employee Relations & Conflict Resolution
- Administrative Support & Office Management
- Organizational & Time Management
- Team Collaboration & Cross-Departmental Support

EDUCATION

- | | |
|----------------|--|
| 08/2018 | Master of Commerce
Mangalore University - Mangalore <ul style="list-style-type: none"> • Graduation with Distinction • 7.48 CGPA |
| 05/2016 | Bachelors of Commerce
St. Aloysius Autonomous College - Mangalore <ul style="list-style-type: none"> • Final Grade: 70.68% • First Class with Distinction |
| 03/2013 | P.U.C: Commerce - BSBA
St. Aloysius PU College - Mangalore <ul style="list-style-type: none"> • Final Grade: 80.16% |
| | Schooling
St. Mary's School - Mangalore |

ACCOMPLISHMENTS

- Actively participated in various seminars and workshops conducted by the college at national as well as international levels

- Completed the Research Project on Savings and Investment Habits of Teachers in Mangalore City in the year 2015-16
- Completed the Research Project on the topic: An empirical study on the consumer awareness regarding product reviewing blogs and their influence on consumer buying decision in the year 2018

CERTIFICATIONS

- Diploma in Human Resources (HR)
- Diploma in Investment Management
- E-Tally, Busy, Peach Tree, Daceasy and project in financial, inventory and tax management
- Microsoft Excel and Advance Excel

LANGUAGES

- English
- Hindi
- Kannada
- Tulu

HOBBIES AND INTERESTS

- Listening to music, Singing, Stitching, Painting

ADDITIONAL INFORMATION

- Religion: Christian (Protestant)
- Qatar ID Number: 29535651062
- Residency Type: Family Visa (Valid)
- Passport Number: S6257268