

# Sajjad Dhebar

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## PROFESSIONAL SUMMARY

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Program Manager with 4+ years of experience improving marketplace operations, customer experience, and service accuracy across UK and EU markets. Skilled at diagnosing system defects, designing scalable policies, and using data to optimise decision quality and reduce operational cost. Proven record delivering 400K+ contact reduction, preventing losses of £40M+, and leading cross functional programs with Product, CS, Ops, Risk and Finance. Strong analytical mindset with experience in SQL, automation, and building reporting mechanisms used by senior leadership.

## WORK EXPERIENCE

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### Amazon UK

London, UK

#### Program Manager II

Mar. 2024 - Present

- Built an LLM-based AI auditing tool that analysed customer contact interactions and automatically flagged incorrect refund handling by customer service agents, enabling targeted coaching and reducing decision errors by 19%, savings \$1.4M in UK and \$5.4M across EU
- Discovered a global defect where customers were receiving both a refund and a replacement for the same order. Used SQL analysis on 700K orders to size \$40M+ in duplicate refund losses, then set up and led a working group with Returns, Product and Engineering to define the fix, saving 245K+ CS contacts and \$40M+ refund cost annually.
- Led a UK push notification program that contacted customers after failed deliveries and nudged them to update delivery preferences. Helped design targeting logic and success metrics, resulting in 26M notifications per year, 185K contact reduction, and \$6.2M concession and refund savings through fewer failed deliveries.
- Launched delay detection and notification system for parcels in IE and AT by coordinating CS, Tech and Network Operations teams. First created a manual notification process that saved 20K contacts and \$1.4M in refunds, then partnered with tech teams to automate detection and mass messages, driving an additional 15.5K contact reduction.

### Amazon UK

London, UK

#### Program Manager I

Aug. 2022 - Mar. 2024

- Automated operational reporting by building structured dashboards that generate 417 reports annually, saving 104 hours of manual effort and improving decision speed.
- Led the EU10 launch of a standardised price honour policy that allowed post-purchase price adjustments instead of returns. Worked with Policy, Legal, CS, and Product to define rules and workflows, improving customer satisfaction for these contacts by 23.05% and resolving 40K+ price honour cases while avoiding unnecessary refunds and returns.
- Partnered with EU locker and pickup teams to fix key customer pain points. Used VOC mining and dashboarding to propose UX changes on the app, then drove cross market rollout that reduced locker related contacts by 35K and improved total customer friction by 0.14 min across EU5.
- Worked with Abuse and Risk teams to identify recurring damage concession patterns on pickup orders. Helped define new rules and mitigation flows, reducing 27.5K contacts and saving \$605K annually by tightening abusive refund and concession behaviours.
- Acted as UK CS Prime Day Captain, running multi-team war rooms with stakeholders from CS Operations, Capacity Planning, QA and CX. Coordinated issue triage and communication, supporting 10% YoY unit growth while keeping service levels and handling quality within target.

### Amazon UK

London, UK

#### Project Manager Intern

Jan. 2022 - Jul. 2022

- Automated reporting processes across five regions, saving 825 hours annually using SQL and QuickSight dashboards.

- Launched the Price Match Policy across UK & Germany, reducing returns of heavy bulky items by 12.5% and 15K repeat contacts annually.

## EDUCATION

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<b>BPP University</b>	<b>London, UK</b>
MSc Project Management (Distinction)	2021-2022
<ul style="list-style-type: none"> <li>• Awarded the International Merit Scholarship of £3,000.</li> </ul>	
<b>London South Bank University</b>	<b>London, UK</b>
MSc Electrical and Electronics Engineering (Distinction)	2019-2020
<ul style="list-style-type: none"> <li>• Received International Merit Scholarship of £4000</li> <li>• MSc Project: Designing and building a prototype GPS guided water buoy sponsored by Metropolitan Police Service (<a href="#">PPT link</a>)</li> </ul>	
<b>Government Engineering College</b>	<b>India</b>
BEng- Electronics and Telecommunications Engineering (Distinction)	2015-2019
<ul style="list-style-type: none"> <li>• Full tuition scholarship for ranking top in the Pre-Engineering Test (PET).</li> </ul>	

## SKILL HIGHLIGHTS

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- **Refund and Concession Optimisation:** Experience detecting duplicate refunds, tightening decision logic, and reducing loss exposure by \$40M+ through better policies and systems.
  - **Marketplace Operations:** Deep understanding of delivery defects, customer promise failures and customer journeys across 10+ EU markets, including lockers, pickup points and heavy bulky items.
  - **Data & Analytics:** Strong SQL and dashboarding experience. Built data infrastructure that generates 400+ reports per year and underpins WBR, DBR and QBR reviews for delivery and CX teams.
  - **Project & Stakeholder Management:** Led cross functional programs with Product, Engineering, CS Ops, Abuse Prevention, Finance and local market teams, often across multiple time zones and countries.
  - **Customer Experience:** Consistently focused on improving both customer satisfaction and cost efficiency, delivering 400K+ contact reduction and multi million savings while maintaining fair and transparent outcomes.