

Saulius Adomaitis

Seller Support Senior

+447788405048

Saulius.Adom@yahoo.com

More about projects and myself can be found on my website:

www.Saulius.net 

Experience

Seller Support Senior

at Amazon/Veeqo, Swansea

March 2022 — Present

- Provide comprehensive support across all product areas, including troubleshooting product, listing, orders, and shipping issues.
- Achieved an average audit score of 94.25% for quality customer support and product knowledge in the last 12 months.
- Received consistent positive customer feedback, scoring 94% in direct customer feedback in the last 24 months and successfully closing over 2000 tickets.
- Conducted training sessions for new team members abroad, spending a total of 8 weeks in San Jose, Costa Rica, coaching, monitoring, and assisting an 8-agent customer support team.
- Utilised various training methods, including lectures, presentations, discussions, and one-to-one coaching, resulting in significant improvement in agent knowledge and performance.
- Responsible for collecting and analysing team performance data since March 2023, generating reports presented to company stakeholders and high-level managers.
- Acted as the point of contact for the team during a 9-month period without a manager, conducting daily team huddles, managing workloads, arranging one-to-one coaching sessions, and hosting meetings to assist with ticket resolution.
- While being a step-up manager it has improved team morale and efficiency, leading to shorter ticket resolution times and enhanced

service quality.

- Continued to serve in a senior position even after the team was assigned a manager, providing ongoing support and guidance related to Veeva product.

IT Technical Analyst

at CGI, Bridgend

April 2021 — March 2022

- Assisted users with IT-related issues and provided technical support.
- Troubleshooted technical issues and provided on-site technical support.
- Customer support calls and ticket handling.
- Managed Active Directory, including managing user permissions.
- Troubleshoot Windows 10 and Windows 7 issues.
- Managed Citrix environment, including remote device control.
- Provided Microsoft Office 365 support, including Word, Excel, and PowerPoint troubleshooting.
- Troubleshoot network and printer issues.

FC Associate at Amazon, Swansea

August 2017 — February 2021

- Customer Returns Department:
 - 2nd Line Escalations - I was responsible for investigating fraud cases regarding consumer good returns
 - Problem Solving - every case and every account is different, requiring to use problem solving skills and creative approach.
 - Audit - I was responsible to audit 1st line work quality
- Packing and Shipping Department:
 - Meeting high bar targets for the day for packing
 - Operating label SLAM machine
 - Operating automatic product packaging machine

Education

Computer Science Level 5 DipHE, Swansea University, Swansea
October 2016 — June 2020

Economics Level 4 CertHE, Vilnius University, Kaunas
September 2013 — May 2016

Maturity Certificate, Simonas Daukantas High School, Kaunas
September 1998 — July 2010

- 1st/A Grade in National Mathematics Exam
- A levels in Maths, Physics, IT, History, English, Lithuanian

Skills

Problem Solving
Customer Service

Computer Skills
Communication

Microsoft Office
Leadership and Teamwork