

# Nathan Lucas

## PRODUCT SPECIALIST

### Summary

I'm Nathan, a 26-year-old product specialist. I'm weird guys like weird things with products. I like to working and manage product because im the product owner and responsibility for the product. My educational background is psychological and love connected with people. I have over 3 years experience in product and 3 years in sales and look forward to many more

### Skills

Computer	● ● ● ● ○	Freshdesk	● ● ● ○ ○
Office word	● ● ● ● ○	Flock	● ● ● ● ○
Zoho	● ● ● ● ○		

### Experience

#### Product Specialist

**Flipkart** *Aug 2017 - Present*

Product: Rail, Bus, PPOB, Insurance, Ferry and Payment

Responsibilities:

- Ensure to follow up with the technical team on service and integration as per tech AOP till completion.
- Ensure the price is competitive and best in the market
- Ensure to reduce failure by checking daily aborted data such as payment failure and product error
- Collect feedback on insurance, PPOB, and railway transaction from sales and operation team on pr oduct enhancement
- Analyze daily transactions to ensure that no fraud transactions are missed

#### Retention

**Flipkart** *May 2015 - Aug 2017*

Responsibilities:

- Ensure achievement of the monthly and annual target (transaction) by review, monitor and track the performance of assigning travel agents.
- Building and maintaining strong, long-lasting customer relationship, proactive follow up of accounts undercharge by identifying, recommending and understanding the partner travel agencies needs.

#### Sales Counter

**Apple Authorised Reseller** *May 2014 - May 2015*

Responsibilities:

- Conduct sale of products in accordance with SOP
- Conduct training and product introduction to customers

### Contact

✉ info@resumekraft.com

☎ +1-202-555-0186

📍 Charlotte, North Carolina

🌐 <https://www.linkedin.com/in/nathan>

### Languages

English ● ● ● ○ ○

French ● ● ● ○ ○

Arabic ● ● ● ○ ○

Chines ● ● ○ ○ ○

### Hobbies

Reading Books

Watch movie

Playing game

Travelling

### Awards

**Best KPI 2019 Product**

**Flipkart** *2019-11-23*

Best KPI Product 2019 - Rail, PPOB, Bus, Insurance, Ferry and Payment

## Education

---

### Majoring in Marketing

The University of Illinois at Chicago *Sep 2015 - Aug 2019*

Marketing

## Projects

---

### Installment Project

**Product** *Oct 2019 - Present*

Objective: Provide all bank installment payment options for customers

Working with : Engineering team, All marketing Bank

### Promotion

**Product specialist** *Oct 2019 - Present*

Objective : Provide new product ferry

Working with: Engineering team and Pelni team

## Certification

---

### Management of Industrial Relationship in the Company

Boston University *2019-02-08*

## Organization

---

### ISP ( Investor Saham Pemula)

- Become a part of ISP
- Participating in seminars and training related to shares.