

Abhilash Venkat Pillarisetty

IT Engineer

Experienced Business Operations Specialist with a demonstrated history of working in the internet industry. Adept at analyzing, articulating and solving various problems. Analytical and organized with the ability to multitask, work independently or as a part of a team in fastpaced, high volume environments. Skillful at developing realistic solutions to assure satisfactory Consumer and Customer experiences. Committed to resolving problems in an effective and efficient manner and maintaining accurate metrics and reports. Strong operations professional with a Bachelor of Engineering focused in Information Technology. Aim to work in challenging technical projects to support wide range of automation, coding and innovation that can help in the development of organization and aid my professional growth as well

Work History

2018-04 – 2020-03

Business Operations Specialist

Amazon, Hyderabad, Telangana

- Developed presentations and reports for senior management by collecting and arranging information from database system
- Developed and maintained positive stakeholder relations and coordinated with team members to ensure requests and questions were handled appropriately
- Evaluated performance and quality checks of tasks completed by associates, reported quality metrics and provide timely feedback, which improved the quality scores
- Developed a python script to extract the productivity metrics of all the employees in the program using Pandas and NumPy framework which helped to track productivity and perform TMS (Time and Motion Study) to standardize the time for the task.
- Build a cost effective mechanism using SQL, where the queries are scheduled to run on a daily basis to capture all counterfeit products on Amazon website and take relevant action to ensure Customer trust.
- Developed a python script which can manipulate data based on predefined validations and can split the work into different files which makes it easy to assign work
- Identified an operational issue in a program and proposed solutions for smooth functioning of the program. For example, identified in capturing more than 20000 counterfeit products in a month by training associates, modifying SOPs and SQL queries to increase the coverage"
- Analyzed the difficulty level of capturing counterfeit products for each brand/category by considering 4 parameters, which helped in work and resource prioritization and meeting all the targets.
- Automated identification and classification of various Seller fee configurations, by creating a repository of all configurations with their short IDs. This eliminated manual errors in mapping a short ID to a Fee configuration request and saved 8 hrs of audit time weekly
- Trained 5 associates on various internal tools of Amazon and basic to intermediate SQL skills. Acted as a team player by suggesting ways to optimize a program's audits by using multiple tools or having SQL queries.
- Developed a python script which helped in mapping the attributes based on most number of keywords matched which helped in categorizing the products with the correct attribute.

2017 -10 – 2018 - 01

Transportation Specialist

Amazon, Hyderabad, Telangana

Worked with service providers to resolve issues and correct delays

- Organized records of vehicles, schedules and completed orders
- Supervised material flow, storage and global order fulfillment
- Led warehouse improvement initiatives to advance operational efficiencies

Educational Qualification

Contact Details

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Personal Skills

Analytics Skills
Resolving Discrepancies
Data analysis
Data mapping
SQL and databases
Teamwork
Time Management

Technical Skills

python
java
flask
HTML
CSS

Languages

Hindi
english
telugu

interests

Music

