

Chinmay Sarkar

Process Specialist



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Process Specialist with more than 3.9 years of relevant work experience in digital marketing, ecommerce, customer relations, Vendor operations, Vendor Management, Third Party Vendor Management, Risk Management and Supply Chain management. High integrity, energy and good interpersonal skills Self-directed, details-oriented, organized and exercises good judgement Able to multi-task and work effectively across multiple organizational units Experienced managing the delivery of services in a matrixed environment with a diverse portfolio of Third Parties



Skills

- MS OFFICE SUITE Upper intermediate
- SQL Intermediate
- Tableau Intermediate
- Relationship building and management Upper intermediate
- Analytical and Critical Thinking Advanced
- Planning and Coordination Advanced
- Data verification Upper intermediate
- Excellent Communication Upper intermediate
- Teamwork and Collaboration Advanced



Work History

- **PROCESS SPECIALIST**
AMAZON SUPPLY CHAIN MANAGEMENT(ROC), Hyderabad
 - Process Specialist with **Amazon Supply Chain network(ROC)** supporting multiple geographies like NA and EU

2020-11 - Current

- Central operations 'Process Specialist' **ensures positive interaction between Amazon Vendors, third party companies and cross functional teams to deliver on operational objectives by managing configurations in Amazon tools**
- Implementing new strategies and handling various potential operational issues with Amazon stakeholders such as warehouses, carriers, Third parties and resolving them without any customer impact for smooth business continuity by working in 24/7 operational environment
- Monitor and work closely with Amazon warehouse's, internal employees to ensure delivery in line with contractual obligations and performance metrics.
- **Coordinate all Inventory management tasks inclusive of working with Amazon warehouse and internal employees**
- **Interfaces and coordinates activity with operations managers and process owners to develop and manage change within the network**
- Work with vendors and carriers to coordinate all delivery appointments into Ulta's DC's within a timely fashion
- Negotiating and sourcing Adhoc's for Inventory management of Amazon warehouse throughout Amazon EU and UK Transport network with considering time constraints, while safeguarding interests of external and internal consumers
- Resolved 10000+ Operational issues
- **Impact various Third Party Risk Management program initiatives working closely with the Third Party Risk Management Office**

2017-10 - 2019-03

Business Process Associate

Accenture, Hyderabad

- **Worked with Accenture Operations (Digital Marketing / Trust & Safety) for client Google.**
- **Project – PLDI(Page Level Domain Investigator)**
- Investigation the Websites as per Google Adsense policy and providing approval for Google Ads
- **Facilitating Fraud risk and escalating the issue, blocking the publisher for Google Adsense**
- **Rechecking the Adsense License as per the contract**
- **Categories the publisher as per the content**
- Active member in Investigating Content & Categories Different types of content / Ads violation based on their behavior
- As our projects is Revenue generating process for publisher, We worked according to the Adsense policies of Google and Investigate the violation against the Google Adsense Policy
- Investigate of violating Ads / Content as per the Google policies.

2011-06 - 2015-05

2009-06 - 2011-04



Education

B.tech

Mahaveer Institute of Science And Technology, JNTU - Hyderabad, TG

Intermediate

Narayana Junior College, Board of Intermediate - Hyderabad, TG