DEBANJAN PAL

AWS & Data Analytics Specialist | Operations Support

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PERSONAL SUMMARY

Operations Support Specialist with expertise in Gen AI solution development, AWS Cloud services, SQL, and Python, specializing in data analytics and manipulation. Proven track record in root cause analysis and effective dispute resolution. Notable for enhancing processes and improving operational efficiency through strong problem-solving capabilities and effective stakeholder communication.

SKILLS

- AWS Cloud Services: Redshift, Lambda, API Gateway, S3, QuickSight
- Data Analytics: Excel (VLOOKUP, pivot tables), SQL, Python (Pandas, NumPy), Regression analysis, Power BI
- Generative AI tools: Bedrock, LLMs, LangChain, Prompt Engineering
- Business Operations: Fraud Detection, Process Optimization, Audit Compliance, Inventory Reconciliation
- Professional Skills: Stakeholder communication, root cause analysis, problem solving, ML data annotation

PROFESSIONAL EXPERIENCE

Operations Support Specialist, Amazon | May 2024 - May 2025

- Conducted outbound investigations by validating seller-raised disputes through POD and shipment records.
- Performed ML data annotation and validation tasks for AI-based root cause prediction models, ensuring correctness and completeness of model outputs.
- Applied ML-based Root Cause Suggestion tool for accurate verification of root causes, approving suggestions as necessary.
- Managed final actions such as reconciliation or reimbursement based on validated outcomes and fraud investigation, ensuring clear communication with sellers.
- Maintained accurate records of operational processes and relevant documentation and reporting.
- Achieved 99.6% reimbursement accuracy, delivered 125% YoY productivity, and improved process accuracy by 92.6% YoY, while effectively handling complex edge cases.

Engineer Trainee, TestYantra Software Solutions | Nov 2022 - Dec 2023

- Developed proficiency in Python libraries such as Pandas, NumPy, and Matplotlib for data manipulation and visualization.
- Engaged in hands-on projects, applying data analysis techniques to real-world datasets to derive actionable insights.
- Gained experience in SQL for querying databases, performing data aggregation, and ensuring data integrity.

EDUCATION

B.Tech, Mechanical Engineering
ICFAI University Tripura
Aug 2017 - Nov 2021
CGPA: 7.21

PROJECTS

- **End to End AWS Batch Data Processing Solution (GitHub) -** built and deployed an end-to-end serverless data warehouse solution on AWS.
  - *Tech stack: Python, SQL, AWS S3, Redshift serverless, Lambda, Glue, EventBridge, Medallion architecture - data design pattern*
- **Customer Purchase Behavior & Sentiment Analysis (GitHub)** – Analyzed Amazon sales data in SQL to identify top customers, review trends, and sentiment differences.
  - *Tech stack: Python, SQL, Sentiment Analysis*
- **BedrockRAG: Smart Document Q&A System (GitHub)** – Built a RAG-based Q&A app with Amazon Bedrock (Titan Embeddings, Mistral-7B), S3, OpenSearch, Lambda, and API Gateway for contextual document retrieval and response generation.
  - *Tech stack: AWS Bedrock, Lambda, API Gateway, S3, Python, Titan LLM Model*
- **Azure AI Document Processor (Azure Skill Challenge)** – Created intelligent document extraction and Gen-AI apps using Azure Document Intelligence, GPT-3.5, and Python.
  - *Tech stack: Azure AI, OpenAI GPT-3.5, Python, RAG*
- **Operational & Customer Data Analysis (GitHub)** – Designed SQL queries for data cleaning, aggregation, and KPI analysis (orders, segmentation, payments) to derive insights.
  - *Tech stack: SQL, Python, Data Analysis*
- **Interactive Sales Dashboard (QuickSight)** – Built an Amazon QuickSight dashboard to visualize sales KPIs, trends, and performance insights.

CERTIFICATIONS

- AWS Certification Data Warehouse Solution
- AWS certification on Building BI Dashboard with Amazon QuickSight
- AWS certification on Gen-AI solution development
- Azure NLP solution with Azure AI language (Credential ID: 6D6B312152DC474C)
- Azure AI vision solution (Credential ID: F8EE139A91AEB7A)