

## PROFESSIONAL SUMMARY

*Vision driven change agent with career-long record of e-commerce management for leading organizations*

An independent and highly motivated e-commerce enthusiastic with proven experience and strong work ethic in account management, process enhancement, support sales strategies and improve customer experience. Dedicated leader who is known for delivering excellent customer service in fast-paced and demanding environments, with the skillset to analyze complex data, manage key initiatives, optimize critical processes, and resolve challenging problems.

*Process & Controls Management*

*Catalog Management*

*Account Management*

*Operational Excellence*

*Process Improvement*

*Operation Management*

*Project Management*

*Agile & Six Sigma*

*Policy Standardization*

*Gap Analysis*

*Strategy & Planning*

*Decision Making*

## PROFESSIONAL EXPERIENCE

### Amazon Development Centre India Pvt. Ltd | Bangalore, India | March 2017 to October 2019

#### **SPS Associate**

- Collaborated with high-value US vendors to maintain catalog health by monitoring product information quality, & delivering guidance, verifying A+ content, support & training programs through clear communication & feedback.
- Guided vendors in leveraging Amazon Retail Analytics (ARA) to interpretate performance metrics, optimize product listings, refine pricing strategies and enhancing sales growth.
- Coordinated with cross-functional teams to utilize content-rich item information, including product descriptions, features & benefits, images, catalog classifications and other attributes to improve customer experience.
- Spearheaded root cause analysis for vendor complaints (shipment/packaging errors, PO discrepancies), reducing recurring issues through systemic corrective actions and delivering guidance to ensure customer satisfaction & compliance
- Conduct necessary research & analysis to enhance vendor experience by improving the FAQs and on different amazon topics to help & support continuous growth of vendors.

### Walmart Labs | Bangalore, India | October 2019 to December 2022

#### **Associate Operations Analyst**

- Introduced 35K+ items across various categories, contributing to ongoing business growth.
- Detected and analyzed anomalies, including duplicate content and formatting issues, and provided data-driven recommendations for optimizing content quality.
- Researched competitor websites to appropriately restructure catalog attributes and presented results to merchandiser leads, resulting in reduced vendor queries and enhanced customer experience.
- Collaborated with Jet.com contacts on the migration of Jet.com item data to Walmart, post-acquisition, and investigated, diagnosed, and resolved system and data-related errors.
- Engaged with US-based vendors regarding item setup and maintenance while coordinating with vendor managers.

### Wells Fargo | Bangalore, India | December 2022 to November 2024

#### **Business Execution Consultant / Assistant Vice President**

- Spearheaded the development of mitigation processes for risks resulting from control failures by analyzing tool controls and identifying deviations, following the process to resolution.

- Conducted Quality Assurance protocols for tools developed across multiple platforms, including change management, access controls, and compliance with review timelines.
- Monitored and maintained strict adherence to Wells Fargo's policy standards, ultimately reducing compliance errors from 60% to 5% during the annual internal audit.
- Identified and analyzed gaps in QA processes and policies and conveyed findings to cross-functional teams to develop optimized solutions in accordance with best practices.
- Increased adherence to Wells Fargo policies and standards by implementing enhancements to current quality assurance checklists for policy compliance.
- Mentored and coached junior Strategy and Execution staff to increase understanding of the change control process and adherence requirements.
- Prepared detailed quality assurance reports and monthly business summaries for senior leadership, highlighting completed processes, achievements, roadblocks, and upcoming tasks.

## EDUCATION AND CREDENTIALS

**MASTER OF SCIENCE (M.Sc.) IN BUSINESS MANAGEMENT AND PROJECT MANAGEMENT, EXPECTED GRADUATION AUGUST 2025 | *Gisma University of Applied Science, Potsdam, Germany***

**MASTER OF COMMERCE (M.COM.) IN ACCOUNTING AND FINANCE, 2015 | *Calcutta University, India***

**BACHELOR OF COMMERCE (B.COM.) IN ACCOUNTING AND FINANCE, 2013 | *Calcutta University, India***

### TRAININGS AND CERTIFICATIONS

- Google Digital Marketing & E-commerce Professional Certificate
- Excel for Business Analyst
- Operation Management with Six Sigma, IIM

## RECOGNITION, COMMUNITY ENGAGEMENT AND AWARDS

- Manager's Spot Award, Wells Fargo
- Employee of the Month, Amazon Development Centre India Pvt Ltd.
- Star Performer Award, Amazon Development Centre India Pvt Ltd.
- Organized Wells Fargo CSR events (for 100+ employees) at an orphanage, fostering community engagement
- Volunteered at Amazon's Global Day of Care (GDOC), inspiring employees to embrace social responsibility

## ADDITIONAL INFORMATION

**Languages:** English (Proficient), German (Basic)

**Technical Proficiencies:** Microsoft Office Suite (Advanced), CMS tools (Advanced), JIRA, Tableau (Basic), Brightedge (SEO tool - Basic)

**Interests:** Technology, Volunteering for community services, Table Tennis, Reading, Yoga and Trekking