Jobin Poulose

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To work in an environment that gives me a challenging career opportunity. The ideal profile will help me leverage my knowledge and skills. The ideal place will be an organization where I can continue to learn, interact with people, and sharpen my skills while adding value to the organization.

# Amazon India | April 2022 –Dec 2023| Catalog Assistant

* + Monotonous monitoring of competitor websites based on price, availability, rebate and shipping,
  + Maintaining accuracy in product catalog pages to ensure customer satisfaction.
  + Process improvement using lean methods to reduce human work and error.
  + Using ETLM to perform data analysis to improve product sale.
  + Performing data validation using excel to output accurate productivity results.
  + Meeting SLA by managing and prioritizing work loads.

# Razorpay Software Limited, Bangalore, India | Sept 2021- March 2022 | Junior Analyst

➢ Ability to meet service level agreement in resolving customer issues with high quality responses.

➢ Experience to multitask and solve more than 100 service tickets and Workflows a day.

➢ Providing appropriate solutions by actively listening and clearly communicating to customers.

# Visveswarya Technological University, Bangalore, India

* + Bachelors of Engineering –Mechanical Engineering

# Seneca College, Toronto Canada

* + Graduate Certificate – Business Analytics (Present)

Multi-tasking and Active Listening| Customer obsession| punctuality | Ability to work under pressure | Analytical and Practical approach | Interpersonal and problem-solving skills | Microsoft Ofiice 365 | Collaboration | Computer Navigation |SQL| Data Mining | Organization | Email-writing | Critical Thinking | Excellent Training| Flexibility| Curious to learn| Time Management

**Availability (Morning and Night shifts Preferred)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Sunday |
| 6 – 2 PM | ✓ |  | ✓ | ✓ |  | ✓ | ✓ |
| 2 - 10 PM | ✓ | ✓ | ✓ |  | ✓ | ✓ | ✓ |
| 10 - 6 AM | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |