



MANSI TAMRAKAR



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JOB OBJECTIVE

Result-oriented professional targeting assignments in the field of **Business Analysis** with an organization of repute in **e-commerce industry**; preferably in **Hyderabad, Pune & Bengaluru**.

TECHNICAL SKILLS

- MS Office: Word, PowerPoint,
- Excel (pivots and graphs)
- 7 QC, FMEA, Six Sigma fundamentals
- Power BI
- SQL
- Database management

CORE COMPETENCIES

- Business Analysis
- Requirement Gathering
- Data Visualization
- Data Modeling
- Project Management
- Cross-functional Collaboration
- Predictive Modeling
- Root Cause Analysis
- Business Writing
- Stakeholder Management
- Process Improvement

CERTIFICATIONS

- Career Essentials in Business Analysis by **Microsoft**
- L4 BA Learning Path powered by Amazon for skill enhancement
- Process trainer

EDUCATION

B.B.M. (2013 - 2016)
Manipal University, Karnataka

PROFILE SUMMARY

- Offering over 7 years of experience in E-commerce Catalog Management, focusing on enhancing operational efficiency and improving the online retail selection
- Worked as a Catalog Specialist at Amazon Development Centre, India (P) Ltd., managed operations and used Amazon's Retail Systems Platform (RSP) to support vendors and buyers
- Proficient in managing e-commerce product presence across various categories with 100% accuracy, training new team members, and creating training materials for future use
- Proven expertise in vendor management, content curation, and adherence to strict quality standards
- Engaging and coordinating Business Analysis sessions for understanding stakeholder management business requirements and mapping them to required framework standards
- Skilled in collaborating with cross-functional teams to drive process improvements, implement automation, and achieve operational excellence
- Recognized for identifying process gaps, implementing automation, driving process simplification, and receiving multiple accolades for outstanding performance
- Skilled in collaborating with stakeholders to understand and document business requirements, design specifications, and establishing quality checks for product catalogs to ensure accuracy and improved customer experience

WORK EXPERIENCE

Amazon Development Centre India Pvt. Ltd., Bengaluru

Growth Path:

Jun'16 - Apr'20: Catalog Assistant



Apr'20 - Jul'23: Catalog Specialist I

Key Result Areas:

As Catalogue Specialist I

Apr'20 - Jul'23

- Delved deeply into operational challenges, executed root cause analyses, and identified bottlenecks to propose effective solutions
- Identified and executed high-impact projects using Lean methodology, thereby ensuring exceptional quality for critical clients
- Showcased queue management skills and provided support during Weekly Business Review (WBR) and Monthly Business Review (MBR) calls
- Managing escalations and correcting errors in documents for future reference.
- Mining voluminous data for specific details according to the requirements; executing data analysis and data mining along with maintaining records of work and reporting to the manager and concerned product group managers
- Supported the enhancement of Standard Operating Procedures (SOPs) and engaged in compliance discussions and worked as the point of contact for the team in managing escalations effectively
- Collaborated closely with senior leadership and internal/external stakeholders, provided data-driven insights to inform decision-making
- Utilized analytical skills to dissect problems, propose process improvements, and ensure successful resolution
- Contributed to the creation of innovative ideas aimed at streamlining processes, enhancing efficiency, and driving impactful improvements
- Engaged actively with cross-functional teams to seamlessly implement various projects, fostered cohesive teamwork and achieved shared objectives
- Designed workflow frameworks for automation projects and facilitated testing procedures

PERSONAL DETAILS

- **Date of Birth:** 5th July 1993
- **Languages Known:** English & Hindi
- **Address:** Kalyan Nagar, 560043, Bengaluru

- Initiated collaboration with the Automation Team, leading to the development of efficient workflows and rigorous testing protocols
- Played a pivotal role in defining key performance metrics that guided leadership's evaluation of performance
- Championed effective teamwork through consistent communication and regular team meetings, promoted a collaborative and cohesive work environment

As Catalogue Assistant

Jun'16 – Apr'20

- Steering business operations (Jun16 to Mar'20) (Vendor management and catalogue quality); maintaining the highest level of standard for catalogues of various products across different market places of Amazon.
- Contacting merchants, web scraping contents, collating data, and setting up detail page as per merchant's expectations and Amazon standards.
- Managed the allocation of tasks and distributed the daily backlog and Turnaround Time (TAT) reports to managers
- Executed data allocation, submitted reports on data and status, and consistently achieved individual daily targets
- Extended support to other teams on an ad-hoc basis, consistently delivered high productivity and quality outcomes

Projects:

- Ring(ornament) size chart organization for European marketplaces
- "Not-Yet-Received report" (internal tool development) using Python
- Automation of "Vendor compliance issue" resolution
- Automation of "Customer return issue" resolutions
- PQV - Project Management