Abdul Mofil

Process Specialist | Selling Partner Support

✉ abdul1mofil@gmail.com 📞 +91 9384785693 🌐 @mofila

Professional summary

Dynamic and results-driven professional with 6 years of Amazon platform expertise, including 2 years of strategic project management experience. Proven track record of optimizing Selling Partner processes through data-driven insights and effective stakeholder collaboration. Excel in streamlining workflows, identifying process defects, and implementing scalable solutions that drive measurable growth. Committed to delivering long-term business success through strategic innovation and continuous improvement.

Areas of Expertise

- Process Improvement
- Project Management
- Ownership & Collaboration
- Account Management
- Product development
- Data Analysis
- Issue Identification
- CRM Tools
- Business Development

Career Highlights and Achievements

Senior Process Specialist, Microsite – SPS L4, Amazon Development Center, Hyderabad, TG. India

Partner with stakeholders and business teams to optimize processes affecting Selling Partners through data-driven insights and actionable recommendations. Leverage expertise to identify process defects and generate solutions aimed at enhancing the Selling Partner experience. Conducts comprehensive analysis of Selling Partner feedback and process metrics to provide evidence-based recommendations for feature improvements and process optimization.

- Lean Six Sigma Green belt certified.
- Handled over 30 projects working with SPX improvement teams to enhance the Selling Partner and Associate experience
- Identified and resolved a $2.2M duplicate reimbursement issue through a Microsite project.
- Created an NPT tracking tool "Aura" using programming and cloud computing that automates the data collection process for Microsite operations.
- Created Defect Consolidation Form using JSON for identifying improvement areas.
- Received Emerald GEM "Going the Extra Mile" award.

Selling Partner Support –CRS Mentor L3, Amazon Development Center, Chennai, TN. India

Mentoring Multiple Badges of newly skilled associates to demonstrate end to end ownership of every seller problems with exceptional support and maintain acceptable performance metrics such as quality, productivity and first contact resolution.

- Lean Six Sigma White belt Certified.
- Worked in Product Weight & Dimension Kaizen.
- Reduced TTR for FFT2 skill from 12.66 days to 3.54 days through Lean Six Sigma project.
- Launched 3 SOPs, one of which reduced ticket volume including reimbursement by 95.3% and saved $23.3M.
- Initiated and launched 'Buddy Form' program globally to enhance CRS associate learning.
- Initiated Amazon Logistics Hyperlink on Removal Order detail page.
- Raised over 100 Gembas to address critical process issues, improving operational effectiveness.
- Reduced FFT2 skill reopen rate from 31% to 26.25% through a deep dive and training.
- Programmed and implemented CRS Annotation Program to improve ticket quality and reduce NVA tickets.
- Initiated Seller Outreach Project to engage sellers and improve case resolution accuracy.
- Organized training on FFT edge cases that resulted in changes to SOPs, enhancing associate knowledge.
- Submitted a blurb hyperlink idea for SOPs in the CRS Innovation Contest (implemented)
- Received GEM "Going the Extra Mile" award.

CS Associate L2, Amazon Development Center, Coimbatore, TN. India

Maintain Knowledge of current sales, promotions, policies and security practices. Trained and facilitated new associates as a responsible SME (Subject Mater Expert) in the team.

- Amazon Customer Excellence System (ACES) Stage 1 certified.
- Awarded Customer Delight Ambassador for excellence in customer handling.

Education

Bachelor of Electronics and Communication Engineering, Dhaanish Ahmed Instfitiute of Technology
- CGPA: 7.4

Technical Proficiency

- JavaScript
- AWS management
- SQL
- Minitab
- PowerBi
- Markdown
- CSS & HTML
- JSON
- MS Excel
- Canva
- MS Access
- Microsoft PPT