Pawan Sai Pentapati

pawansaips24@gmail.com / +91 7995691957 / Vizianagaram, Andhra Pradesh

Summary

Detail-orientated Catalogue Specialist adept at making critical decisions, managing deadlines, and conducting team reviews. With expertise in analysis and quantitative problem-solving skills, dedicated to company growth and improvements.

Experience

Business Operational Specialist

Amazon • Bangalore, Karnataka
11/2021 - Present

- Achieved service time and quality targets.
- Identified issues, analyzed information, and provide solutions to problems.
- Refined internal communications for improved efficiency.
- Worked collaboratively with clients to create innovative, engaging campaigns to achieve objectives.
- Insights Generated and implemented among the team.

Operations Representative

Concentrix • Visakhapatnam, Andhra Pradesh
07/2018 - 11/2021

- Prepared and submitted reports to supervisors on product malfunctions and corrective actions.
- Developed excellent working knowledge of industry trends and improvements in processes.
- Set up automation frameworks, tools, and methodology.
- Trained team members on how to use automation programs and processes to facilitate development and quality assurance improvements.

Data Entry Operator

BS2 Global Solutions
04/2018 - 07/2018

- Created and maintained company records and used software to review and monitor data.
- Identified and gathered errors to report and discuss resolutions with supervisors.
- Conducted data cleaning tasks to achieve productive workflow.
- Performed regular backup operations to save data and avoid loss.
- Transferred data from paper formats into database systems to keep digital formats.

Skills

Process Improvement, Microsoft excel, Documentation review, Time management, VBA, Exploratory learning, Decision-making

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Education

Masters of Computer Applications

AQJ College for PG Studies • Visakhapatnam, Andhra Pradesh
08/2020
Coursework in **College Parent Interaction using Android Application**.

Bachelor of Computer Science

Maharajah's College (Autonomous) • Vizianagaram, Andhra Pradesh

04/2018

Coursework in **Autonomous Section**.

Certificates

Azure Synapse SQL Pool – Implement Polybase, Data Visualization, Machine Learning, Six Sigma, SQL for Data Science