

~~PETER DEL SOL~~ PETER DEL SOL [DSP1]

SKILLS & ABILITIES

- Knowledge of Inbound and Outbound Amazon Fulfillment Center processes
- Able to edit and create JavaScript [DSP2]

AMAZON PAY, ~~BUYER~~ CUSTOMER SUPPORT

October 2022 - Present [DSP3]

- Support escalations from Buyer support.
- Communicate pain points from external and internal stakeholders to product and engineering teams.
- Documented Amazon Pay processes within Go to Market team Wiki pages.
- Quarterly audits of buyer contacts to support teams to analyzing gaps in process, communicating pain points between associates and customers, provide data points of contact detail type failure points.
- Update SOPs for buyer support agents.
- Content management of blurbs, policies for support agents.

COMPLAINTS OPERATIONS PROGRAM MANAGER

Jul 2021 - October 2022

- Managing stakeholder communication across multiple lines of business on operational milestones, process changes, escalations.
- Maintenance of internal SOPs and Process updates.
- Coordinate and Conduct trainings to partner management teams.
- Track/Report/Deep Dive data from Quality Audit Program of Acceptable Use Policy and Country of Origin Screenings to help find areas for process improvement for existing restricted products categories in multiple realms and marketplaces.
- Maintaining Merchant URL Monitoring portfolio which scans merchant registered URLs for any product violations that would lead the merchant to be non-compliant. Having removed 200,000 merchant URLs that are marked as compliant, saving \$500,000 within 2022.
- Constructed wiki page for business team with list off resources, and stakeholders for the Compliance operations team.

SENIOR OPERATION SPECIALIST, AMAZON CORPORATE

JUN 2017 - Jul 2021

- Investigate inventory of third-party sellers for counterfeit, emphasizing research and attention to detail.
- Track/report/deep dive data from bin check metrics of Item Integrity process to help find areas for process improvement for detection and image capture within the Fulfillment centers in multiple realms and marketplaces.
- Measure Item Integrity project roadmaps, providing updates as project continue.
- Communicate with stakeholders and other operational teams regarding bin check process call outs and ideas for growth opportunities.
- Reduced Item Integrity reopen rate for tickets from 40% to 30%, resulting in a reduced churn per ticket of 5 to 2 churns between FC and investigators teams [DSP4].
- Increased the image count for FCs to provide for Item Integrity tickets from four images per ticket to 14 on average, by creating a specific bin check template and SOP for the Item Integrity CTI that FC associates were to follow.
- Communicate with ACES and FC [DSP5] leadership regarding quality issues and process gaps for Item Integrity bin checks.

INBOUND SUPPORT SERVICES, AMAZON FULFILLMENT

Dates From SEP 2014 -JUN 2017

- Member of Launch Team training 20 Inbound Support Services problem solvers.
- Communicate bi-weekly with Inbound Support services teams, via conference call, on open, aged tickets, retail requests, vendor compliance issues, monitor & escalate Inbound Support services teams & catalogue tickets that were not getting adequate attention and resolution or have failed SLA.
- Served as Point of Contact during peak 2016 between Inbound Support services teams and Inbound Area managers and operations managers.
- Trained 20 Inbound associates in two FCs as problem solvers during building start up in June 2016.
- Processed and shipped 10,000 units of HAZMAT to accommodating Amazon Facilities. Properly maintained and managed HAZMAT ISS area for transshipment.

EDUCATION	CALIFORNIA STATE UNIVERSITY SAN BERNARDINO –SAN BERNARDINO, CA – BACHELOR OF ARTS IN CRIMINAL JUSTICE [DSP6]
-----------	---
