

Vishnu Venugopal

Program Management Specialist – Technology Industry

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Professional Certification Portfolio: <https://bit.ly/m/Vishnu-Venugopal-Certificate-Verification>

PROFESSIONAL SUMMARY

Experienced Project Management Specialist with 5+ years at Amazon, including 2 years in Contact Center Operations and 3 years as a Scrum team Product Owner. Expertise in launching programs, sprint planning and retrospectives, and stakeholder management in Agile environments. Skilled in cross-functional collaboration, data-driven solutions, process improvement, mitigating risk and account management. Proven success in enhancing team productivity through effective training solutions and instructional material design and analysis.

WORK EXPERIENCE

Program Specialist, Amazon, Hyderabad, India

12/2020 - 11/2023

Led program/project launches, process improvement and budget management, quality control and fraud detection, customer privacy management, instructional design and training and global ticketing operations.

- Coordinated with cross-functional team ensuring project deliverables were met and successful launch of 26+ high-value projects annually.
- Tracked business metrics and product performance weekly using Tableau and Excel, implementing corrective actions to meet KPI targets.
- Implemented a new global promo-code system for Amazon Music service averting potential cost overruns by identifying process gaps in code distribution by customer service, contributed to savings of \$123K+ annually with an ROI of 168% for financial year 2022-23.
- Led fraud detection project for Twitch Prime service resulting in a reduction of fraudulent accounts by 28% and fraud incidents by 30%.
- Improved team efficiency by 40-50% through SOP updates and workflow automation, saving 28 days annually on resolution delays.
- Resolved high-level escalations related to Alexa AI privacy and UX issues with data-driven solutions, achieving 70% reduction in escalations.
- Directed a team of 10 to oversee successful global ticketing management operations consistently achieving team efficiency goal of 96%.

Advanced Technician, Amazon, Pune, India

10/2019 - 12/2020

Provided high-level technical support, service quality enhancement, and team leadership and training to ensure exceptional customer satisfaction and efficient operations.

- Achieved 90% customer satisfaction scores by implementing a new ticket prioritization system, reducing average resolution time by 20%.
- Resolved 85% of high-level customer escalations through effective de-escalation techniques and CRM system management.
- Led a peer mentoring and coaching program, reducing onboarding time by 23% and improving service quality.
- Oversaw daily performance reports, identifying bottlenecks and implementing process changes improving team performance by 15%.

Virtual Technical Support Associate, Amazon, Pune, India

08/2018 - 10/2019

- Provided technical support for Amazon Digital, Device and Alexa services, achieving a 95% first-contact resolution rate and 4.8/5 customer satisfaction. Handled 50+ interactions daily, reducing resolution time by 30% through effective troubleshooting.

CORE COMPETENCIES AND SKILLS

Project Management: Adept in Project Management Methodologies, including Agile, Lean Six Sigma (DMAIC, PDCA), Waterfall and tools such as ASANA and Notion.

Process Improvement: Skilled in Continuous Process Improvement, Workflow Optimization, Risk Management and Quality Management

Data Analysis: Utilizing Data-Driven Solutions including, Tableau, Excel for Metrics Monitoring, and Fraud Detection.

Technical Skills: Understanding of Java, SQL and Python as per business requirements. Skilled in creating browser automation scripts using TamperMonkey and GreaseMonkey.

Communication: Excellent verbal and written communication skills, Stakeholder Management, Cross-functional collaboration, Decision-Making, Business writing, SOPs and Instructional Design.

CAREER HIGHLIGHTS

Amazon Device and Digital Service Launch Support:

Spearheaded the launch of 26+ flagship Amazon products, including Echo Dot, Echo Show, ASTRO, and Alexa UX feature and Fire TV firmware hotfixes updates, managing software development life cycles (SDLC) across cross-functional teams. Ensured timelines, regulatory compliance, and Agile integration. Conducted post-launch reviews, leveraging customer feedback and stakeholder input to identify and mitigate risks, implement corrective actions, and drive continuous improvement in product quality and stakeholder satisfaction.

Optimization of Alexa Wi-Fi Support Workflow:

Restructured SOPs and collaborated with engineering teams to reduce ticket open rates from 17% to 8%, surpassing the target rate by 52%, thereby improving the efficiency of Wi-Fi support for Alexa devices.

Streamlining Ticket Resolution for Amazon Music Webplayer:

Streamlined ticket resolution for Amazon Music Web Player by optimizing SOPs with support specialists, resulting in a 278 bps reduction in Time-to-Resolve metrics, exceeding target goals and significantly improving customer experience.

Enhanced Alexa Device Issue Handling:

Identified and resolved gaps in LED/sound issue diagnostics for Alexa by creating new use cases within an Amazon internal diagnostic tool, reducing escalations to Software Engineering by ~150 tickets annually and saving an estimated 3000 minutes of support time.

CERTIFICATIONS

- Google Project Management: Professional Certificate – 18 July 2024
- ASANA Certification - 24 May 2024
- Lean Six Sigma: White Belt (CSSC) – 26 May 2024
- Six Sigma: Green Belt (LinkedIn/PMI) – 28 May 2024

EDUCATION

Master of Arts in English Language and Literature | Fergusson College (SPPU), Pune, India

07/2017 - 06/2019

Bachelor of Arts in English Literature (Major) + Psychology(Minor) | Fergusson College (SPPU), Pune, India

08/2012 - 04/2016