

# Vaishnaovi Tiwari

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## SUMMARY

Results-driven compliance and operations professional with 6+ years experience and 4 years of progressive experience at Amazon, specializing in global product compliance, marketplace risk management, and stakeholder coordination. Proven track record of driving operational excellence, improving process efficiency, and leading high-performing teams in fast-paced environments. Adept at handling high-volume investigations, regulatory compliance checks, and cross-functional collaboration with tech, legal, and business teams.

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## EXPERIENCE

### **Amazon – GSRC ONT (Global Selling Retail Compliance – ONT Team)**

***Team Lead – Product Compliance Operations***  
**Present**

**Jun 2025 -**

- Led a team of 25 compliance specialists, overseeing daily operations and ensuring adherence to Amazon's global compliance policies.
- Spearheaded weekly performance reviews, coaching, and escalation handling, resulting in a 9% improvement in SLA adherence and accuracy.
- Initiated process improvement mechanisms that reduced investigation cycle time by 15%.
- Liaised with policy, legal, and tech teams to support new feature rollouts and resolve complex compliance edge cases.

***Product Specialist – Product Compliance Operations***  
**2024 - Jun 2024**

**April**

- 6x Above and Beyond Award – Recognized multiple times by Amazon leadership for exceptional ownership, cross-team collaboration, and delivering impact beyond core responsibilities.
- Designed and delivered training sessions for new hires and tenured associates across sites.
- Conducted RCA (Root Cause Analysis) for process deviations and led the implementation of corrective action plans.
- Supported pilot testing of new tools and SOPs and contributed feedback to product and program teams.
- Served as SME (Subject Matter Expert) for key compliance workflows across multiple marketplaces (NA/EU/IN).
- Trained peers on SNAP-specific workflows and eligibility validation, acting as a knowledge resource within the team.

***Product Compliance Associate***  
**2024**

**Feb 2022 - March**

- Reviewed and actioned high-volume ASINs for compliance with Amazon's product safety and regulatory standards.
- Conducted investigations on restricted and high-risk products to protect customer trust and reduce business risk.
- Delivered quality results consistently with a focus on data accuracy, investigation depth, and turnaround time.
- Collaborated with internal teams across time zones to escalate urgent issues and improve SOP alignment.
- Played a key role in transitioning workflows from manual to automated systems in ONT.
- Ensured that food products listed under the SNAP (Supplemental Nutrition Assistance Program)

eligibility program met all USDA and Amazon policy guidelines.

## Unacademy

*Learning Operations Executive*

- Managed live query resolution during sessions, maintaining high CSAT scores and enabling seamless classroom experiences.
- Drove the execution of student engagement initiatives (surveys, reminders, reactivation nudges) to enhance platform stickiness.
- Maintained individual performance in the top 5% of the Learner support team, contributing to overall team success and consistently exceeding quality and productivity goal.

## Edureka (Acquired by Veranda Learning)

*Customer Service Associate*

Sep 2020 - Nov 2021

- Identified, investigated and researched user questions and problems as well as recognizing, researching, isolating and resolving problems
- Respond to incoming tickets using the helpdesk dashboard, email or phone. In many cases, phone support and verbal communication is necessary
- Document actions and resolutions within helpdesk ticket

## Wipro

*Project Engineer*

Jul 2019 - August 2020

- Responsible for resolving the technical issues within a stipulated deadline, for a multinational networking and telecommunications company, as part of the Project Infrastructure Deployment Unit.
- Ensuring routers are provided with latest firmware updates using tool provided
- Keeping clients informed of progress during the issue lifecycle and making follow-up calls or communications in a timely manner

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## SKILLS

Tools: Amazon Internal Tools, Jira, Confluence, MS Office  
Misc: SOP Development & Process Improvement, Root Cause Analysis (RCA) & Risk Assessment  
Collaboration: Cross-Functional Collaboration, People Management & Team Leadership

## Education

DIT University, Dehradun

B.Tech. Computer Science and Engineering      Aug 2015 - Jun 2019









