

# Borelli Vamshi

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## Project and Operations Manager

Scrum Master | Agile Transformation Leader | Process Excellence, Quality Control & Performance Governance Specialist | SLA Compliance, Lean Six Sigma, Automation & Continuous Improvement Expert | Last Mile | GIS | Budget and Risk Management | JIRA

Project Manager and Operations with 5+ years in Amazon's project Quality, leading multi-project Quality Control functions, QC teams, and process governance across high-volume environments. Skilled in performance management, SLA compliance, Six Sigma-based process improvement, workflow automation, SOP optimization, and audit readiness to reduce defects, enhance accuracy, and drive cost efficiency. Proven ability to increase productivity and throughput through time-motion studies, utilization planning, metadata audits, and structured coaching frameworks. Recognized for operational analytics, risk mitigation, stakeholder management, and continuous improvement initiatives that eliminate process bottlenecks and accelerate scalable, high-quality delivery.

## PROFESSIONAL EXPERIENCE

### Project & Operations Manager – Amazon

Aug 2020-Sep 2025

Hyderabad

- Increased project productivity from 22-24 to 34 units/hour (>29% uplift) by executing time-motion studies, conducting metadata analytics, recalibrating performance benchmarks, and delivering targeted coaching while sustaining ~99% quality compliance.
- Improved audit quality from 98.12% to 99.69% across cross-functional workstreams by designing reporting frameworks, standardizing SOP adherence, enhancing reviewer accuracy controls, and optimizing dataset governance.
- Achieved consistent SLA delivery (<36 hours) by redesigning SLA calculation logic, transitioning to percentile-based performance monitoring (P90/P99), and establishing individual contributor metrics that accelerated turnaround starting Week 14.
- Strengthened performance governance by redesigning stack-ranking models aligned to complexity tiers, improving top-tier talent visibility, enabling the progression of 7 team members, and isolating true root-cause variance for targeted development plans.
- Reduced escalation processing cycle time by ~87% (20 mins → ~3 mins) through development of an automated Python workflow that consolidated multi-format escalation inputs, improving operational responsiveness, SLA adherence, and cross-team coordination.

## EDUCATION

### Bachelor of Technology – ECE

Aug 2015 - Aug 2019

Malla Reddy Engineering college and Management Sciences

### Intermediate – M.P.C

July 2013 - May 2015

Narayana Junior College

### Secondary School Certificate

July 2012 - April 2013

M.V Raman High School

## PROFESSIONAL SKILLS

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- Process Improvement, Operational Excellence & Productivity Optimization
- Quality Management, SOP Governance & Compliance Controls
- Data Analytics, Business Insights & Automation Enablement
- Program Leadership, Stakeholder Partnership & Performance Management

## CERTIFICATIONS

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- Lean Six Sigma – White belt *Amazon*
- SQL Certification *Frontlines Media Edu Tech*
- Advanced Excel & ETL *Amazon*

## CORE COMPETENCIES/STRENGTHS/PERSONAL TRAITS

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- Analytical Problem Solving, Operational Metrics & Performance Optimization
- People Leadership, Capability Development & Performance Management
- Process Reengineering, Continuous Improvement & SLA Governance
- Cross-Functional Program Execution, Policy Alignment & Operational Automation

## INTERESTS/HOBBIES

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- **Reading Business & Leadership Case Studies:** Studying operational excellence frameworks, decision-making principles, and process transformation stories.
- **Fitness & Outdoor Activities:** Playing cricket and weekend badminton to maintain balance, focus, and discipline.
- **Community Knowledge Sharing:** Conducting informal internal peer learning sessions on process improvements, problem-solving, and analytical thinking.

## VOLUNTEER EXPERIENCE

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- **Hackathon Program:** Spearheaded as part of a 9-member cross-functional team for the Q1 Hackathon, driving brainstorming cycles.
- **Hiring Panel:** Participated as an interviewer in Campus Placements for 53 candidates, ensuring fair assessment and strong talent pipeline building.
- **Employee Culture & Engagement Activities:** Supported in multiple internal engagement initiatives, coordinating participation.

## AWARDS/HONORS

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- **Marvellous Multitasker Award:** Excelled in managing multiple high-priority projects simultaneously, delivering accurate results to time.
- **Customer Advocate Award:** Facilitated cross-functional collaboration with stakeholders to drive customer-focused outcomes.

## LANGUAGE COMPETENCIES

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- Telugu: Native language
- English: Fluent (Speaking, Reading, Writing)
- Hindi: Fluent (Speaking, Reading, Writing)