

Praveen Mishra

Male, 25

Phone: [+91-7980293391](tel:+91-7980293391)
Email: praveen.mishra@sjmsom.in

PROFESSIONAL EXPERIENCE			26 Months	
Amazon	Program Manager II, Customer Experience (RBS Storewalk+)		Oct 24 - Present	
Responsibilities	<ul style="list-style-type: none">• Led program strategy that drove \$250M increase in Order Product Sales through data-driven speed optimization initiative• Developed and launched Speed Competitive Benchmarking across categories, resulting in \$3M monthly revenue growth• Led end to end product development of Watchdog - analytics platform, driving faster decision-making for leadership, enabling real-time competitive intelligence and customer experience optimization across markets• Expanded customer experience monitoring program to 5 major European markets (UK, DE, FR, IT, ES), unlocking \$740M in projected annual revenue			
Amazon	Program Manager II, Pricing (Competitor Monitoring Team)		Jun 23- Oct 24	
Responsibilities	<ul style="list-style-type: none">• Owned end-to-end product development of Mapping Operations SOP And In-tool Codification (MOSAIC), achieving <1 DPMO• Built data-driven resource allocation model for peak events, optimizing team SLA by 20% while maintaining competitive monitoring quality• Designed and launched automated sale node distribution model, serving 3 marketplaces, delivering: 1) Advanced competitor monitoring algorithms; 2) Intelligent node allocation; 3) Zero-starvation protocols; and 4) Predictive resource forecasting• Conceptualized and pilot media monitoring framework across 9 countries enabling proactive risk mitigation through early article detection• Designed and scaled NVA ASIN discovery platform across 22 marketplaces, driving 136 bps growth in global coverage through automated opportunity identification and ROI-driven prioritization framework• Pioneered predictive analytics model to forecast and mitigate impact factors on key business metrics• Successfully launched CMT Pricing Support operations for Amazon Fresh UAE marketplace• Designed and implemented process automation tool achieving 7-hour reduction in daily operations, scaling team efficiency across multiple business units			
Recognition	<ul style="list-style-type: none">• Awarded team’s Most Valuable Player Award for delivering scalable solutions for complex business challenges and driving organizational innovation			
Amazon	Program Manager II Intern		Apr 22 - Jun 22	
Responsibilities	<ul style="list-style-type: none">• Redesigned goal-setting framework for CMT Pricing Operations incorporating: 1) Voice of Customer insights; 2) Performance-aligned ramp goals; and 3) Comprehensive team training program			
Cognizant	Associate - Projects		Jan 21- Jun 21	
Responsibilities	<ul style="list-style-type: none">• Developed full-stack applications including: 1) React component library with structured architecture and unit testing; and 2) Python API for Cisco Meraki network error monitoring and reporting			
ACADEMIC QUALIFICATION				
Degree	Institute/University		%/CGPA	Year
MBA	SJMSOM, IIT Bombay		8.44/10	2023
B.Tech. (IT)	Kalyani Government Engineering College, Kalyani		8.31/10	2020
CO-CURRICULAR & EXTRA CURRICULAR ACTIVITIES & INTERESTS				
Certifications	<ul style="list-style-type: none">• Qualified IBM Product Manager Professional Certificate by IBM on Coursera• Completed certification named “Excel Essential Training” by Dennis Taylor on LinkedIn Learning• Accomplished certification in Introduction to Financial Markets by Indian School of Business• Completed the Yellow Belt Six Sigma Certification by University System of Georgia on Coursera• Achieved certification in a course named Machine Learning by Stanford University on Coursera			2024-25 2021-22 2021-22 2021-22 2020-21
Corporate Competitions	<ul style="list-style-type: none">• Won Campus Round of Reckitt Global Challenge 2022 organized by Reckitt Benckiser• Reached National Finals of Dr Reddy’s Digital Hackathon’s Business Track for year 2022• Awarded Campus Winner of Mondelez Maestros 2021, the Case Competition by Mondelez			2022-23 2021-22 2021-22
Club Head, Entrepreneurship Club, SJMSOM, IIT Bombay	<ul style="list-style-type: none">• Launched the series named “The E-Talk Show” to help students connect with Entrepreneurs• Negotiated and managed the yearly budget of 3 lakhs+ for the day-to-day activity of the Club• Administered the Annual Entrepreneurship Conference of IIT Bombay having 12 speakers			2022-23
MASS, NGO	<ul style="list-style-type: none">• Appreciated by NGO for developing out of the box and unique Online Blood Donation Portal			2017-18