

SHARON MAHALINGAM

SOFT SKILLS

- ❖ *Creativity*
- ❖ *Problem Solving*
- ❖ *Leadership*
- ❖ *Highly Organized*
- ❖ *Collaborative*
- ❖ *Extreme Accountability and ownership*
- ❖ *Initiative – driven*
- ❖ *Delivering positive customer engagement*

WORK EXPERIENCE

Amazon Development Centre India Pvt Ltd

Senior Associate/Process Trainer 08/2016 to 01/2023

- Identification & classification of the various Products in the Amazon Global catalogue
- Classifying ASINs in catalogue based on Risk Level and Product Types which are legally governed
- Training various Teams across globe new hires and Internal cross-skilling teams, Involves, Training on Rule Writing, Assistance on process requirements/implementation and auditing work

HP Inc. and Hewlett Packard Enterprise

Process Associate 01/2013 to 01/2016

- Back Office sales support for EMEA Desktop, Notebook, Workstation configuration.

IBM Daksh Business Process Services Pvt Ltd

Cst service representative supervisor 06/2010 to 03/2012

- Worked for customer services in Airtel Nodal team.
- Handled escalated issues and provided solution for same.

PROFESSIONAL CREDENTIAL

- ❖ *Compliance Operation*
- ❖ *Process Trainer*
- ❖ *Daily reports (Macro and Power BI)*
- ❖ *Supply Chain (Configuration Management)*

National Insurance

TK263820A

CONTACT

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Location: Birmingham

Professional Summary

I have 10+ years of experience as Senior Associate/Process trainer - Direct Imports at compliance operation in Amazon, process Associate in Hewlett Packard and International Business Machines.

Career objective:

To implement and build upon the relevant experience gained, thereby challenging all resources available to best of abilities.

EDUCATION

MSc in Supply Chain Management Jan 2023

Aston University, Birmingham, UK (Present)

MBA – Distance learning Apr 2013

Madurai Kamaraj University, Madurai, India

Bachelor of Arts Jun 2010

Bishop Cotton Women's Christian College, Bangalore University, India

CERTIFICATIONS

IIMM Certification: Certified as Domain Specialist for having end to end knowledge on Configuration Management.

Microsoft office

Tools - SQL Query in Excel, ETL, SSG (Smart sample Generator), Hubble Query, Redshift, AUTOML (Machine Learning) and Hodor Tool.

Portals- Configuration and Requirements Managements tools like EZC, Eclipse, Ecomcat, Eprime and B2B - Portal.

Media - Newspaper Editing and reporting in field of media.

Sharon Mahalingam