Ruparani Salam
Investigations Specialist,
Risk Operations, Amazon

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Seeking for a job in Singapore where I can utilize my skills and knowledge and contribute towards achievement of organizational objectives.

WORK EXPERIENCE

Currently working as an Investigation Specialist
Amazon Development Center, India

02/2017 – Present-Bengaluru

Achievements/Tasks

Responsible for review of seller accounts with the main aim of removing bad actors from the platform and handling seller appeals.

Earned trust and delivered results successfully, as a result of which, I got promptly up-skilled on higher skill-sets/roles within weeks post joining the production floor, including RED pilot (Risk Early Detection) which includes/requires understanding of SOPs from different functions of SPRO (Selling Partner's Risk Operations).

Got nominated and worked on multiple projects and assignments: "Product Quality Freeze & Destroy", KAI US/UK Rollout project, Intermittent Advisor Support where I was part of a few investigators selected to support CN ops team etc.

Displayed ownership by identifying root cause of major defect driver in the function and started own initiative called Brand Awareness Campaign, shared brand information daily that benefited the entire function and created a repository of brand information of numerous brands.

Worked as an SME on Automation effort with a recorded benefit of 75,000 USD, annualized [with accrual months being Jul'18 and Aug '18 for PQ and PQ-RED respectively] which translated to savings of 3 FTE.

Received awards as well as Appreciation letter for being a Good Performer and contribution to process improvement.

Previously worked as an Audit Associate and Quality Analyst
KPMG

09/2014 – 12/2016-Bengaluru

Achievements/Tasks

Worked on audit assignments for Canadian engagements which include audit of financial statements and specific items of the financial statements.

Received excellent feedbacks for delivering high quality results on tasks assigned, timely achievement of targets and working in coordination which led to multiple nominations and winning of firm-wide level award for excellent performance and promotion to the next level as a Quality Analyst.

Earned the role of trainer and mentor for a specific process that used specific KPMG tools, trained every batch that came along post my assignment while taking care of my primary role as a quality analyst.

Worked on tax project at another KPMG member firm where we helped the Tax team during their busy season. Received accolades for excellent performance during the period.

Actively participated and volunteered for various activities/functions whenever organized at the office.

Received best employee award for site level.

SKILLS

Microsoft office, strong written and verbal communication, quality driven with strong attention to detail, ability to quickly learn new concepts, ability to work independently and mentor /advise co-workers.

EDUCATION

- **MBA (Finance)** RNSIT, Bengaluru *2012 – 2014*
- **B Tech** ICFAI UNIVERSITY, TRIPURA *2008 – 2012*

LANGUAGES

English, Hindi.

INTERESTS
Reading, Sudoku, Travelling, Recording audio books.