



RITESH MOHAN GUPTA

OPERATIONS- TEAM MANAGEMENT

CONTACT

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S 77 B Sunder Block Shakarpur Delhi
110092

SKILLS

- Customer Service
- Ad Services (search relevance and moderation)
- Workflow and Team management
- German Language

EDUCATION

Advance Diploma in German Language
(2009-2012)

**Delhi University (St. Stephan's
College)**

B.Com (2006-2009)

Delhi University

Intermediate from Geeta Bal Bharti Sr.
Sec School (2006)

CBSE Board

LANGUAGES

English 
German 

PROFILE

As an experienced Operations Team Leader/Manager with over 8 years of expertise, I possess a deep understanding of resource management, customer experience, and process improvement. My skillset includes a strong background in Advertisements (Relevance, Moderation), launching operations and related services, and serving as a Subject Matter Expert for the German locale while managing teams across multiple sites.

My ability to work cross-functionally, communicate effectively, and prioritize tasks allows me to achieve organizational goals and drive success. I am committed to utilizing my expertise to help companies improve their operations, increase efficiency, and provide an exceptional customer experience.

Ad Quality SME (Level - L4)

Amazon Developement Centre Pvt. LTD. July 2022- Present

- Committed to improving product relevance and customer search by exploring sub-processes in Sponsored Brands across multiple sites (Germany, France, Italy, Spain, and Japan).
- Collaborate with stakeholders and developers to consistently upgrade the user interface and standard operating procedures of existing workflows.
- Manage and lead the team to ensure weekly cadence is achieved by efficiently managing spillage, average handling time, and utilization.
- Prepare weekly, monthly, and yearly reports for core metrics and processes.
- Work closely with Performance Management, Business Analysts, and Quality teams to synchronize operations and enhance performance.

Catalog Lead (Level - L-3C)

Amazon Developement Centre Pvt. LTD. July 2021-June 2022

- Improved Sponsored Brands relevance for Amazon's search tool in Germany, resulting in better customer search results.
- Conducted Appeal checks on Quality and Ops teams to maintain standard precision on individual and team-specific transactions.
- Assisted in the recruitment process by hiring reviewers across teams.
- Trained and mentored reviewers on new launch workflows, and provided refresher training for team members under coaching.

Sr. Content Reviewer (Level - L-3)

Amazon Developement Centre Pvt. LTD. May 2019- June 2021

- Moderated Sponsored Products ads created by vendors/sellers, ensuring compliance with policy guidelines and achieving optimal results.
- Conducted Quality checks on transactions to maintain standard precision on individual and team-specific levels.
- Prepared weekly reports for the team and ensured timely completion.
- Streamlined the process steps to increase efficiency and reduce average handling time.

Associate Catalog (Level - L-2)

Amazon Development Centre Pvt. LTD. (April 2017- April 2019)

- Improved Sponsored Products relevance for Amazon's search tool in Germany, resulting in better customer search results.
- Collaborated with Amazon's A9 search team to enhance the relevance of the search engine.
- Worked with the Ad Appropriateness and Moderation team to improve search results.

Advanced Associate

Ernst and Young, DELHI (September 2016- April 2017)

- Worked under audit team for EMEA and performed all quality checks in audits and translation related tasks.
- Footing and noting of statements, proofing, cross checking of translations.

Associate

WIPRO, DELHI (May 2016- September 2016)

- Worked for Bloomberg process as a financial Analyst taking care of financial data and filling statements within a provided SLA.

Process Associate

Xchanging Technologies India Services Pvt. Ltd. (April 2013-July 2014))

- Ensured timely processing of shares for the German domestic market worldwide.
- Assisted clients in settling shares by issuing new shares and maintaining old shares.
- Reconciled trade discrepancies to ensure accurate and consistent reporting.
- Monitored and corrected institutional accounts to maintain high levels of accuracy and compliance.
- Achieved the highest client and agent satisfaction ratings through excellent service delivery.


EXPERTISE

- Understanding of E-commerce with various GL categories and product line.
- Team handling
- Reporting and Data analysis
- German Language expertise

REFERENCES


Shobhit Jayant Nangia

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