

➤ **Personal Summary**

A highly motivated and ambitious individual able to give timely and accurate advice, guidance, support and training to team members and individuals. Possessing excellent management skills and having the ability to work with the minimum of supervision whilst leading a team of fifteen or more. Having a proven ability to lead by example, consistently hit targets, improve best practices and organize time efficiently.

Now looking forward for making a significant contribution in a senior job role with a company that offers a genuine opportunity for progression.

➤ **Experience**



Amazon development center India.

Team: CMT Business Operation

Role 1: Retail Process Associate

Experience: 3.1 years (August 2012 – September 2015)

Role 2: Senior Process Associate (Team Leader)

Experience: 11 months (October 2015 – Till date)

Domain Expertise

- ◆ Retail & Vendor Management.
- ◆ Project management.
- ◆ Business Metrics & Data Analysis
- ◆ Client Relationship

Project Management

- ✓ Oversee and coordinate the operational issues
- ✓ Ensure accuracy is maintained in jobs submitted to clients
- ✓ Monitor the overall process from the receipt of input till delivery.
- ✓ Responsible for quality and timely completion of all projects
- ✓ Timely flagging of issues to Management.

Team Management

- ✓ Manage a team of technical and non-technical analysts.
- ✓ Develop strong interpersonal relationships with the team
- ✓ Handle the day-to-day volumes and ensure the given SLAs and data quality are met.
- ✓ Coach, counsel and train team members to enhance performance and arrest attrition

- ✓ Ensure adherence to targets set for all Process Metrics
- ✓ Develop an environment that provides motivation and development opportunities for the team
- ✓ Coordinate weekly business review meetings to analyze data metrics.
- ✓ Work with platform teams to derive plans, budgets, deliverables and outcomes.
- ✓ Handle daily escalations/queries from vendor managers and buyers.
- ✓ Analyze and resolve tickets received from first level support in a timely manner.
- ✓ Provide second level support to HR team during hiring event.
- ✓ Perform root cause analysis to expedite the resolution of service issues
- ✓ Participate in weekly call with the vendor teams to report and analyze WoW business metrics.
- ✓ Be part of client relation lead, and document conference discussions.
- ✓ Coordinate priorities and monitor ongoing business processes in the organization.

➤ **Job Summary**

As a Senior Analyst for a pricing enhancement process, I interact directly with Amazon internal stakeholders across the globe to deliver on operational goals, drive process improvements and deliver business value. I also understand customer needs and manage expectations, building customer confidence through effective communication, reliable delivery, robust processes, and sound reporting metrics. I am also accountable for driving cost reduction (through process standardization and automation), quality improvements (by adopting appropriate audit and measurement mechanisms), and business impact across programs through policy changes and improvements in data quality and service delivery. I lead an 18 membered cross skilled team of associates (Technical/Non-Technical) to carry out business critical processes. The associates would be responsible for overall planning, budgeting, growth, delivery, process efficiency and productivity for their work groups. I collect and formalize the requirements expressed by managers, stake holders, process owners and operational users of the system, assess their primary needs and evaluate the viability of possible improvements. I also handle the flyer project wherein we benchmark ourselves against our competitors to price match products.

➤ **Functional Skills**

- ✓ Operations Management – 7 QC tools
- ✓ Microsoft office suite (Example: Word, Power Point, Excel, One Note)

➤ **Technical Skills**

- ✓ ETL Datanet (DW Platform).
- ✓ MySQL Workbench 6.1 CE Query.
- ✓ Oracle dashboards analytics.
- ✓ Xpath to define parts of XML Document

➤ **Achievements**

- ◆ Best performer (R&R) award for the month of
 - ✓ May - 2013
 - ✓ November - 2014
 - ✓ January -2015
 - ✓ April – 2015
- ◆ Best team player on Aug'14
- ◆ Innovator award for July'15

- ◆ Best SPA (Team Lead) award for June'16

➤ **Educational qualification**

COURSE COMPLETED	YEAR	INSTITUTION
B.E (ECE)	2008 - 2012	Kings Engineering College
HSC	2007 - 2008	Santhome Hr.Sec.School
SSLC	2005 -2006	Santhome Hr.Sec.School

➤ **Personal Profile:**

Father's Name : I.S. Iyyadurai Suresh
Mother's Name : I.S. Kalai Mathi
Date of birth (Age) : 31/12/90 (25)
Sex : Male.
Nationality : Indian
Languages Known : English, Hindi and Tamil (Read, Write & Speak).