Saara Khan

Catalog Lead · Retail Expert

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"Be the change that you want to see in the world."

Summary

Detail-oriented professional with 3+ years of experience in team management and product support. Known for simplifying complex workflows into efficient, user-friendly systems and maintaining strong vendor/client relationships. Driven by curiosity, I enjoy refining processes, solving challenging problems, and continuously learning new tools and technologies to improve outcomes.

Work Experience

Amazon - Retail Business Service   *Bengaluru, India*
Catalog Lead   *January 2024 - Present*

- Led team performance initiatives, improving **headcount efficiency from 2.88 to 4.12** through optimized allocation and scorecard tracking.
- Conducted and presented **weekly/monthly business reviews (WBRs/MBRs)** for AU/ZA Retail, identifying trends and delivering actionable insights to leadership.
- Collaborated with stakeholders to implement **SOP enhancements**, driving team productivity and operational efficiency.
- Utilized **Excel** to identify root causes and resolve catalog/content-related issues across workflows.
- Onboarded and mentored new hires; conducted **50+ trainings** to ensure adherence to SOPs and performance metrics.
- Managed **20+ L2 associates** across Deals and Traffic programs, earning a **manager rating of 4.8/5**.
- Reviewed team KPIs through 1:1 coaching sessions, improving productivity from **99% to 112%**.
- Interfaced with **program managers and vendors** to resolve escalations for **high-revenue products**, ensuring minimal business impact.
- Audited completed tasks and partnered with Catalog Managers to validate impact and process adoption.
- Acted as POC for multiple stakeholder groups; identified process gaps and drove continuous improvement initiatives.

Amazon - Retail Business Service (Flex org)   *Bengaluru, India*
Catalog Associate   *November 2022 - December 2023*

- Served as **interim lead**, managing scorecards and performance reviews to support project success and staffing optimization.
- Automated data workflows using **Excel (pivot tables, formulas)** and built visualizations in **AWS QuickSight** for business insights.
- Successfully led **High Visibility Events (HVEs)** coordination, ensuring timely updates, issue mitigation, and stakeholder alignment.
- Acted as **Subject Matter Expert (SME)** and **Performance Improvement Coach**, supporting a team of **50+ associates**.
- Resolved vendor-facing issues by coordinating with internal teams to ensure service level compliance and catalog integrity.
- Implemented process changes for **special orders and back-office workflows**, improving SLA adherence and customer experience.
- Tracked order anomalies and performed **root cause analysis** to ensure sustained process improvement.

Amazon Development Centre (India) Private Limited   *Bengaluru, India*
Virtual Customer Service - Associate(M)   *October 2021 - October 2022*

- Processed customer orders, coordinated with vendors, and tracked shipments to ensure timely delivery and customer satisfaction.
- Resolved return, refund, and replacement requests based on customer needs and Amazon's policies.
- Analyzed customer feedback and escalations to improve service quality and process documentation.
- Prioritized tasks based on **TAT** and urgency, contributing to team SLA targets.

Projects

RBS Deal Inflow Optimization & Finance Validation Automation   *April 2025 [Ongoing]*

- Improved deal inflow from **10% to 85%** by aligning with stakeholders, identifying root causes, and streamlining processes.
- Created a consolidated template to manage deals and finance validation without duplication, enabling faster and cleaner execution.
- Took ownership of **end-to-end deal creation and validation**, driving efficiency gains from **0.6 to 13 headcount savings**.
- Onboarded new adjacent tasks such as **suspicious price audit**, **suppression reporting**, and **PAWS/RSP data extraction**.

Ireland Marketplace Launch – End-to-End Deal Management   *December 2024 – March 2025*

- Executed **200+ promotional deals** across **70K+ ASINs** during launch, driving visibility and conversion during peak events.
- Partnered with Retail, Vendor Managers, and Program Managers to curate offers, validate pricing, and resolve buyability/compliance blockers.
- **Streamlined workflows and real-time monitoring**, reducing SLA breaches and improving deal accuracy by 27

Finance Validation Automation – Retail Singapore Marketplace   *April 2024 – June 2024*

- Automated end-to-end finance validation process for **69.7K ASINs**, mapping fields and eliminating pricing/SOA errors using Python scripting.
- Boosted processing capacity from **2K to 2.6K ASINs/day** and ensured **100% data accuracy**.
- Reduced turnaround time from **5 to 4 days** and delivered **0.15 HC savings**.
- Created SOP and trained team members, driving consistent adoption and reducing onboarding time.

BXGY Process Upgrade - Retail Singapore Marketplace *January 2024 – March 2024*

- Identified **22.47% duplication** in CCoGS agreements due to missing parent vendor codes in the BXGY deal template.
- Proposed and implemented **template redesign** with parent vendor code fields and unique CCoGS naming conventions.
- Resolved recurring ingestion issues and escalations, improving template accuracy to **100%**.
- Improved audit readiness and stakeholder trust by eliminating redundant entries and enhancing data traceability.

Deal Monitoring Automation – Reverse CDM (Retail Mexico Marketplace) *July 2023 – September 2023*

- Proposed and supported automation for comparing Amazon deals with competitor pricing (Walmart, Mercado Libre).
- Increased auditing capacity from **150–170 to 380 deals/day**, significantly enhancing visibility and response time.
- Reduced manual workload and enabled quicker pricing resolution during peak events (e.g. Hot Sale).
- Delivered **0.6 HC savings annually** and enhanced operational efficiency and event readiness.

Evergreen Deal Price Calculator (DPC) Optimization – Retail Mexico Marketplace *April 2023 – June 2023*

- Replaced manual formulas in the DPC sheet with an auto-calculating version that pulled key values (Net PPM
- Enabled seamless post-Sopena validation for negative PPM
- Improved deal quality from **80% to 100%**, boosted productivity by **50%**, and saved **0.15 HC**.
- Elevated team accuracy and speed, ensuring audit-ready output for large-scale evergreen deal sets.

Skills

- Vendor Relationship Management
- Stakeholder Management
- Cross-Functional Collaboration
- Business Analysis
- Data-Driven Decision Making

- Deep Dive Analysis
- Key Performance Indicator Tracking
- Customer Experience Optimization
- Weekly Business Review (WBR)
- Lean Six Sigma

- Advanced Excel
- AWS Quicksight
- Alteryx
- Tableau
- Kaizen

Certificates

- **Google** – Data Analytics
- **Google** – Business Intelligence

- **Google** – Project Management
- **Macquarie University** – Excel

- **ICLeaF** – SQL Course & Project
- **Amazon Learn** – Tableau

Education

CH. CHARAN SINGH UNIVERSITY *Meerut, Uttar Pradesh*

BACHELOR OF COMMERCE

Achievements

- **Ranked #1** in productivity **(177% vs. team avg. 109.9%)** with 99.8% quality and 100% SLA.
- Received *"First Among Equals"* award for top performance and impactful contributions.
- Received *4 Rewards and Recognitions* in 2025 (YTD) for delivering high-quality results and contributing to team success.
- Recognized with *"Helping Hand"* award for outstanding team support.
- Awarded *"Extra Mile"* for driving innovative solutions and improving efficiency.
- Earned *8 Rewards and Recognitions* in 2024 for consistently exceeding performance expectations and driving impactful outcomes.