## Experience

**Retail Vendor Manager**, Amazon Development Center, India

Dec 2021 – Present

* Handling Vendor accounts and business audit function in AE and SA marketplaces.
* Connect with vendors to address the business opportunities.
* Work on huge set of database to sort and get the inputs for the various workstreams to cover the profitability for organization.
* Inform vendors about the growth options available at amazon and encourage them to participate.
* Perform root-cause analysis for an issue impacting majorly on vendor accounts and provide a solution along with it.
* Write COE (Center of Excellence including path forward) documents for the owned workstreams.
* Investigating Vendor’s profile and monitoring for reputational risks to amazon associated with Vendor and Amazon mutual business.

**SPS DE Mentor**, Amazon Development Center, India

Jan 2018 – Dec 2021

* Drove operational improvements which resulted in savings and improved profit margins.
* Worked with Selling Partners such as Vendors to understand needs and provide support in catalog, promotions & service.
* Increased customer satisfaction by reducing the dependency of internal team issues.
* Maintained excellent attendance record, consistently arriving to work on time.
* Developed team communications and information for Huddle meetings.
* Managed quality assurance program, including on-site evaluations, internal audits and customer surveys.
* Worked as KTR to maintain Gemba reports and analytics. Prime responsibility was to reduce the duplication and raise Jira to respective teams.
* Participate in Kaizen event for major issue related to catalog.
* Developed various tools and Excel macros to provide solution instant and on bulk operations.

**Chat Advisor,** Concentrix Daksh Services Ind Pvt Ltd, India

June 2016-Jan 2018

* Attracts potential customers by answering product and service questions; suggesting information about other products and services.
* Handle direct customer inquiries and complaints dealing with product services.
* To understand the requests coming in German language and process accordingly.
* To process data of the client within the guidelines in a secure and accurate manner.
* Maintains customer records by updating account information.
* Contributes to team effort by accomplishing related results as needed.
* Maximize customer satisfaction.

**Software Engineer Cum Helping Assistant**, Sharada Mobile Repairing Centre, India

Feb 2012 – May 2013

* Attending the customer at the counter.
* Receive and label the device.
* Category wise sorting. Check if the device is needed to be refurbished.
* To install or reinstall software of respective device and check the surety
* Deliver the repaired Device.

**Education**

* M.S in Information Technology – **Sikkim Manipal University of Distance Learning Education** (GPA – 7.85/10.0) Aug 2021
* Bachelor of Botany - **Modern College of Arts, Science and Commerce** April 2016
* B2.2: German Language Certification - **Maxmueller Bhavan – Pune** April 2016

## Technical Skills

* Languages: Java, JavaScript, ReactJs, VBA, JQuery, Python
* Databases: MySQL, DynamoDB, Google FireStore.
* ML/ DL Frameworks: TensorFlow.
* Key Areas: Data Structures and Algorithms, Deep Learning
* Cloud Technologies: AWS(EC2), Google cloud platform.

## Side Projects

* While working in amazon, I have developed 5 extension JavaScripts to increase team productivity using different APIs and API methods.
* Exploring the knowledge in VBA language, developed more than 10 Excel Macros which deals with bulk operations within less time compared to manual operations.
* Developed a Mozilla extension which copies all the URLs opened in the window to clipboard, so that an associate can paste all the links of his research in the annotation quickly.
* Developed 2 Excel Add-ins, out of which 1 used to sort the vendor file and desired format to be uploaded in our internal tool and another Add-in worked as a bunch of macros, so every time user doesn’t need to download a separate macro file for any bulk operation.
* Developed 3 android native application, 2 of which connects with Google Realtime Database to perform operations in the app user interface. 1 Application is just an extended WebView for a blog and its update.
* Working on an internal web tool which will be used in Retail Manager Role, which uses various AWS technologies such as Lambda, API Getaway, DynamoDB as backend and React as frontend. Simple data storing application and easy to maintain which will be used to access the vendor level information quickly than any other tool and also can be updated with the timestamp to provide accuracy.