

# Milan Issac Mathew

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## Profile

Highly motivated and eager-to-learn software developer with a foundational understanding of programming languages such as Java, Python, and C++. Seeking an opportunity to apply my skills in software development, while expanding my knowledge and experience in coding, debugging, and software design. Committed to contributing to a collaborative team and growing professionally to deliver high-quality solutions that support business goals.

## Experience

### **CATALOG SPECIALIST | AMAZON DEVELOPMENT CENTER(INDIA) MARCH 2022 – PRESENT**

Working to ensure pricing accuracy and operational efficiency through quality audits, implementing process improvements, and maintaining strict adherence to standards. Perform Root Cause Analysis to drive Corrective and Preventive Actions and lead defect reduction initiatives. Efficiently communicate updates to management.

- Conduct audits to ensure accuracy within pricing analytics and operational teams.
- Own pricing team activities, monitor performance, and provide guidance`
- Maintain quality metrics for assigned processes, ensuring strict adherence to standards.
- Execute day-to-day duties with precision and efficiency to support operational objectives.
- Thrive in fast-paced environments, consistently meeting tight deadlines while upholding quality standards.
- Perform quality audits in alignment with established Standard Operating Procedures (SOP).
- Analyze incoming audit data to identify trends, risks, and deviations, ensuring comprehensive examination of sample data.
- Identify process gaps and propose actionable solutions to enhance efficiency, quality, and customer satisfaction.
- Conduct Root Cause Analysis (RCA) using 5 Why methodology, recommending Corrective and Preventive Actions (CAPA) for process improvement.
- Collaborate with stakeholders across functions to develop and document QA processes.
- Collaborate effectively with internal and external teams, such as Operations, and business units, to implement CAPA and drive process enhancements

## **ASSOCIATE | SUTHERLAND GLOBALS KOCHI, INDIA | COTOBER 2021 – JANUARY 2022**

- Increased customer satisfaction by resolving complex issues and providing exceptional service at all times
- Developed and implemented strategies to increase customer satisfaction and engagement.
- Streamlined inventory management processes, reducing waste and ensuring optimal stock levels were maintained.
- Established strong relationships with key stakeholders, facilitating effective communication across departments and teams.

## **Education**

**MSC COMPUTER SCIENCE | MARCH 2020 | SAINT BERCHMAN'S COLLEGE, CHANGANASERRY KOTTAYAM, KERALA**

CCPA:- 8.54

**BSC ELECTRONICS | MAY 2018 | COLLEGE OF APPLIED SCIENCE PAYYAPADY KOTTAYAM, KERALA**

CCPA:- 7.73

## **Skills & Abilities**

- C programming
- C++
- React Js
- MySQL
- Microsoft Excel

## **About me**

**DATE OF BIRTH : 30 NOVEMBER 1995**

**GENDER : MALE**

**MARITAL STATUS : SINGLE**

**LANGUAGES  
KNOWN : MALAYALAM, ENGLISH**

**NATIONALITY : INDIAN**