

## Contact

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## Top Skills

New Product Rollout

New Product Ideas

New Product Implementations

## Certifications

Six Sigma Green Belt Certified

United States Permanent Resident

ML and Gen AI for Leaders

HDI Certified Support Center Manager

COPC Registered Co-ordinator

## Honors-Awards

Yahoo! Ratna Winner 2012

Yahoo! YouRock Winner - Q1:2011

# Amit Nandy

Product @ Amazon | Ex Yahoo! | Ex TCS | Ex Stream Global Services. Education : PGDBA, Narsee Monjee Institute of Management Studies | BCOM, Mumbai University.

Seattle, Washington, United States

## Summary

Amit has over two decades of successful leadership track record spread across tech product management (10+ yrs.), customer service operations (10+ yrs.) and inside sales (3+ yrs.).

## Experience

### Amazon

Sr. Manager, Product Management Technical

May 2014 - Present (10 years 7 months)

Seattle, Washington, United States

Amit is the product lead for Assist, a value-added service for Buy with Prime merchants that allows them to outsource customer service work to Amazon at no added cost. Using Assist, merchants can offer 24/7 customer service to their shoppers through self service tools, help content and human assisted support on live chat.

Prior, he worked in Amazon India from 2014 to 2017 where he launched "Seller University", a learning management system for Amazon sellers and "Amazon Trained Ecommerce Specialist (ATES)", a program that allows entrepreneurs to earn money with no limits by launching, managing and growing third party sellers business on Amazon.in. At the time of his exit, ATES program was on a strong track of exceeding all product goals with sales growing at +113% MoM.

In 2017, Amit moved to United States as a Global Product lead (excluding India) for Amazon Service Provider Network (SPN), an online marketplace that allows Amazon sellers to buy services (e.g. shipping) from third party service providers. During his time, he relaunched SPN portal across NA, EU5, JP, CN and AU to drive discovery and improve Selling partner experience which resulted in portal traffic increasing by 155% YoY. In 2019, Amit joined Amazon Books and Amazon 4-star physical stores business as a product lead for in-store return experience, store communication and task management system.

## Yahoo! Inc.

Head of Customer Service - Yahoo! India Small Business

August 2010 - April 2014 (3 years 9 months)

Bengaluru Area, India

Amit was the head of enterprise support operations for Yahoo! Small Biz products in India. During his time, he led the transformation of the support operation to deliver gold standard support experience. At the time of his exit Customer satisfaction was growing at 5% QoQ impacting customer retention positively, growing at 3% QoQ and contributing to 44% of revenue from renewals.

He also launched and managed the small reseller channel for new customer acquisition and upsell team for Yahoo! India Small Business. At the time of exit, above channels were contributing to 10% and 4% of additional direct revenue respectively.

Amit received “U- Rock” award for Leadership in the first six months of incumbency. He also received Yahoo! Ratna award in 2012 for Leadership, significant contribution to revenue generation & cost control measures aligned to the corporate culture.

## Tata Consultancy Services

Customer Service Operations Manager

December 2004 - July 2010 (5 years 8 months)

Site Leader for inbound customer service, supervisory gate and disputes operations for a leading bank.

## Stream Global Services

Telesales Team Lead

February 2001 - December 2004 (3 years 11 months)

Team leader for a group of outbound telesales agents selling products for leading telecom & direct to home providers in UK and US.

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## Education

SVKM's Narsee Monjee Institute of Management Studies (NMIMS)

PGDBA, Finance · (2007 - 2010)

University of Mumbai

Bachelor of Commerce (BCom), Accounting and Finance · (1999 - 2000)

