Amit Nandy

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Professional Summary

Seasoned product leader with deep expertise in launching and scaling technology platforms. Over 11+ years of technical product development at Amazon, leading cross-functional teams across product, engineering, and science. Launched multiple 0-to-1 initiatives including AI-powered solutions, B2B marketplaces, and infrastructure products serving millions of users worldwide. Combines technical product management skills with operational excellence to drive product success and business growth.

Amazon | Principal Product Manager Technical | *May 2014 - Present*

Current Role: Single threaded product owner for MediaX, Amazon's digital asset management platform processing 400+ million media assets (images, videos and web files) daily for 300+ million active users across Amazon stores worldwide. Lead cross-functional teams of 40+ engineers, UX designers, and data scientists to enhance media visual quality, optimize storage costs, and ensure secure high-speed delivery at scale, supporting 2.7B monthly visits to Amazon Stores worldwide.

0-to-1 Product Leadership: Led launch of multiple products from concept to market, including:

Assist: Launched Amazon's first customer service outsourcing solution for DTC brands in US
- Built customer-facing and CS agent-side capabilities, enabling DTC brands to outsource their ecommerce customer service work to Amazon
- Achieved 100% brand retention and improved customer satisfaction by 20%+ in first two years
- Enabled brands to offer best-in-class 24/7 human customer service without building internal support teams. Assist also received positive press from Forbes and was highlighted as a key launch in Amazon's Q3 2023 earnings call

Assist AI: Launched Assist AI, a GenAI solution for DTC brands to automate customer queries
- Built Assist AI using Amazon Connect and AWS Bedrock to automate customer service queries previously handled by human agents
- Assist AI featured in AWS re: Invent 2024 as an example of Bedrock Implementation

Service Provider Network: Launched B2B marketplace platform across NA, EU5, CN and JP
- Built supply-side (service provider onboarding and management) and demand-side (seller discovery and purchasing) capabilities to connect Amazon sellers with vetted third-party providers for compliance, tax, accounting, and business services
- Expanded marketplace from 6 to 12 service categories and scaled to 1k+ service providers serving two million+ sellers selling on Amazon across NA, EU5, CN and JP
- Reduced barriers to seller entry, accelerated time-to-launch and improved gross merchandise sales through service facilitation

ATES: Launched Amazon's first freelancer-powered seller onboarding program in India
- Built end-to-end platform for freelancer recruitment, training, and management
- Scaled freelancers from 0 to 3,000+ across 50+ cities through strategic partnerships with training organizations and government institutions
- Established ATES as Amazon India's fastest seller onboarding channel, accelerating marketplace expansion

Yahoo! Inc. | Head of Customer Service | *August 2010 - April 2014*

- Led enterprise support operations, lead generation, and outbound upsell functions for 15,000+ small business customers in India
- Transformed CS operations to industry benchmarks, achieving 3% QoQ customer retention growth, 44% revenue from renewals, and 5% QoQ customer satisfaction improvement

- Launched and scaled small reseller channel contributing 10% of business revenue; built upsell team generating 4% incremental revenue
- Recognized with "U-Rock" Leadership Award (first six months) and Yahoo! Ratna 2012 for leadership excellence and revenue impact

Tata Consultancy Services | Customer Service Operations Manager | *December 2004 - July 2010*

Progressed from Team Leader to Operations Manager over 5.5 years, scaling from 12-person to 100+ FTE team supporting Citibank UK customer service and telesales operations. Improved retention from 3% to 35%, delivered $10M annual cross-sell revenue. Selected for organization's "Top Five Projects" for Green Belt quality improvement initiative.

Stream Global Services | Microsoft Tech Support Representative | *February 2001 - November 2004*

Started as Web Chat Customer Service Representative, providing online customer support. Advanced to Process Trainer, developing and delivering training programs on Microsoft products and support processes.

Education

- Post Graduate Degree in Business Administration | NMIMS University, India
- Bachelor of Commerce (Accounting & Finance) | University of Mumbai, India
- Certificate in Full Stack Web Development | University of Oregon, United States

Certification, Product Management and Technical Skills

Certifications: ML and Gen AI for Leaders | Six Sigma Green Belt | COPC Registered Coordinator | HDI Certified Support Center Manager

Product Management Skills: Product Strategy & Vision | Strategic Planning & Roadmapping | Stakeholder Management & Executive Communication | Go-to-Market Strategy | Cross-Functional Team Leadership | Data-Driven Decision Making | 0-to-1 Product Development

Technical Skills: SQL | Python | A/B Testing | AWS (Bedrock, Connect) | GenAI Prototyping | Full Stack Web Development