

**ANJALI KUMARI MEHTA**

(B.Sc. (H) IN INFORMATION TECHNOLOGY)

PISKA MORE ITKI ROAD RANCHI STATE- (JHARKHAND)

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**Professional Summary**

4.8 years of experience involving **Account Management Associate, MIF Associate, Business Analysis, E-commerce Operations & Cataloging.**

**Key Skills**

E-Commerce Catalogue Management	Quality Assurance
Requirement Analysis	MS Excel, Word, PowerPoint

**Academic qualification:**

- BSC (Information Technology) from Ranchi Women's college Ranchi in 2014 with 79% marks.
- 10+2 Sc. (PCM) from Ranchi Women's college Ranchi in 2011(JAC Board) with 56% marks.
- 10th from JAC Board in 2008 with 72% marks

**Work Experience:-****Prione Business Services Private Ltd****Account Management Associate****February 2019 Till Present**

- Identifying problems faced by sellers and helping them find suitable services within Amazon ecosystem.
- Understanding and handling complex complaints, grievances raised by sellers.
- Working with multiple sellers seamlessly and help them improve their business on Amazon.
- Planning the day and coming with the plans to improve performance of self and team. ☐ conducting deep dive analysis and provide routine reporting on the seller's current business and future opportunities.
- Ability to identify patterns and validate them with data.

**MIF Associate****August 2016 to April 2018 – September 2018 to Till present****Role and Responsibilities as a MIF Associate: -**

As an MIF Associate with Prione, I am responsible for assisting sellers in providing product related information in the prescribed format which would then be uploaded on the Amazon.in website along with product images and thereby enable sellers to list their products on the Amazon platform.

**Task Perform as MIF associate:-**

- Understand the requirement (data and images) for all categories to guide the seller and audit the information provided.
- Train and assist sellers to provide information about their products in prescribed formats by identifying key attributes of products to be captured for a high-quality catalogue.

- Ensure data is captured in prescribed formats within defined SLAs by extending support to sellers depending on their capabilities.
- Perform thorough quality check (QC) on data collected from sellers
- Seller coordination and follow up – Schedule calls/emails basis SOP to appropriately follow up with the seller to collect the information in a timely manner.
- Performing a task of training (for new joiner in MIF) given by the management, have provided complete training to them.
- Maintain records of day-to-day work by updating tools/trackers to reflect work done.
- I have contributed good number of tickets processed in TAT week on week, with rigorous follow-ups with sellers & correct expectation setting at first call itself. I have been doing QC check for other associates in team to help them reduce rejection rate.

**Cataloger (ASIN Audit Team Pilot Project)**

**May 2018 to August 2018**

**Role and Responsibilities as a Cataloger: -**

As a cataloger for Auditing team my work is to enrich the Existing Catalog for the seller to enable faster customer decision and will make sure that it is relevant so that they can get better views, CAQ score and sales from Customers and it with also helping them in risk of returns.

**Task Perform as Cataloger:-**

- Audit ASINs, Correct defects and Enrich catalogue (Content)
- Insert keywords, bullet point, Product description, Title and Recommended Browse node which are relevant to catalogue
- Make catalogue relevant to customer searches by reviewing customer feedback
- Present product information that enable faster decision making for customers
- I used to manage Vendor to Outsource the Auditing part. By giving them proper Guidance, SOP and Ensure data is captured in prescribed formats within defined SLAs.
- I was responsible to Publish Weekly report which was giving the visibility to whole team where we are trending and I was also responsible to Give ETA's on Each Request which is coming for auditing

**Catalog Analyst**  
**2016**

**Sellerworx Online Services Private Ltd**

**July 2015 -June**

- Hands on Experience in doing product cataloging, listing, and uploading products, Updating Stocks on portals for **Flipkart, Snap deal, Amazon, Jabong Shop clues, Paytm, Lime road** etc.
- Designed and developed daily, weekly, monthly work allocation report, analysis with RAG report, resource activity reports using excel.

**Business Analyst**

- Managed online business on different marketplaces & ensured that the daily operations are done.
- Worked on Ecommerce business plans & sales strategy development to boost sales online.
- Managing Sales, Promotion, Rating, Update Stock and Pricing on e-commerce sites.

**Sellerworx E-com Projects:**

- Arvind Mills (Arrow/Megamart) – E-com Operation/Catalog Delivery
- Chennai Silk – E-com Operation/Catalog Delivery
- Inmark – E-com Operation/Catalog Delivery
- Identiti – E-com Operation/Catalog Delivery
- Classic Polo – E-com Operation/Catalog Delivery
- Proline - E-com Operation/Catalog Delivery
- CLST – E-com Operation/Catalog Delivery
- Indian Terrain - Catalog Delivery

## **Work Experience**

### **Catalog Analyst**

**Eye and Buy Private Ltd**

**Oct 2014 –June 2015**

- Hands on Experience in doing product cataloging, listing, and uploading products on **Flipkart, Snap deal, Amazon, Jabong Shop clues, Paytm, Lime road** etc.
- Designed and developed daily, weekly, monthly work allocation report, analysis with RAG report, resource activity reports using excel.
- Also experienced in Doing Catalog for SOUQ – A major market place at Dubai.

### **Eye and Buy Private Ltd E-com Projects:**

- Inmark – E-com Operation/Catalog Delivery
- Identiti – E-com Operation/Catalog Delivery
- Souq – E-com Operation/Catalog Delivery
- Max – Catalog Delivery
- Fashionara - Catalog Delivery
- Mufti- Catalog Delivery
- Titan - Catalog Delivery

## **Project undertaken in Bsc in information Technology:-**

- **Project(1) : Tribal Culture of Jharkhand and bastar**  
This project is related to tribes of Jharkhand and bastar that what is the history of Jharkhand and bastar, food and festival, culture and religion, Economy, language dressing and what the people of village area did for there livelihood, What are tourism Places In Jharkhand and bastar where we can visit.
- **Project(2) : DBMS Security**  
It involves various types or categories of controls, such as technical, procedural/administrative and physical. Database security is a specialist topic within the broader realms of computer security, information risk management.

## **Certification Course in Bsc in information Technology: -**

- **Usha Martin** Certification Course on Networking.
- **Hitech Academy** Certification Course on Asp.net.

**Job Training in Bsc in information Technology: -**

- Undergoing “**Networking**” Training From Usha Martin .
- Attended a workshop on “ **ANDROID**” organized by Hitech Academy.

I hereby declare all the above details are true to the best of my knowledge.

**Anjali Kumari Mehta**