Kamaleshwari Poornachandiran

Email:kamaleshwari.p@gmail.com

Mobile No. : +91 9176161277/ 8838142403

GKM colony, Chennai - 82

Summary

- Worked as **Senior Associate Catalog** at Amazon Development center, Chennai.
- Bachelors in Information Technology.
- 4+ yrs. of Experience in E-commerce platform related to Customer, Procurement and Vendor service.
- 1.5 yrs. Experience in Team and Product group handling and driving the related metrics.
- 2 yrs of experience in handling the inventory virtually for Consumables (Baby products, Food & Beverages, Beauty, Personal Health & Care) product group including RTV process, Expiration issues (such as pad time, Shelf life, POA, etc), Bundling, Packaging issuesand Customer issues related to products.
- 1 yr experience in handling the Softlines (Apparels, Apparels Intimate,Watches, Luxury Brands and Jewelry)Productgroup including Catalog Corrections, Inventory Correction, New item set up on the website, RTV, Labeling issues and Customer issues.
- 6 months experience in handling the Hardlines (Home Products,Home Appliances and Majorappliances,Garden items, Kitchen items,Decorative items,School products) Productgroup including inventory correction and catalog correction based on Customer issues after getting approval from Vendors.
- Inventory Correction was also made for external Warehouse with large storage capacity.
- As a part of New project initiative, been a part of Demand Supply Analysis (DSA) team for future Procurement based on Forecast.
- Major Contribuer for standardizing the SOPamong the Product groups: Media, Consumables, Hardlines and Softlines.

Skills and Strengths

- Trained in Basic Lean Six sigma, 7 QC Tools, Root cause analysis, FMEA, LEAN.
- Undergone technical training in ETL, SQL, VBA and Python basics for Automation.
- Developed Macros for Daily, weekly and monthly Reports and Work Allocation.
- Developed ETL Queries for Dump, Data and ASIN extraction for Process improvements and Projects across various teams.
- Good team player.

- Proficient in computer like MS word, MS excel, and other MS office tool.
- Excellent in communication, interpersonal and organizational skills and leadership skill.
- Passed SSC and HSC with 83.6% and 64.7% from state Board in 2008 and 2010.
- Passed B.Tech. Information Technology with 6.75 CGPA from Anna University in 2014.

Professional Experience

Worked as Senior Associate Catalog at Amazon Development Center Chennai from October 22nd 2014 till 22nd Feb 2019.

- Owned a product group with SEVERITY 3 cases and responsible for the related metrics like SLA, Productivity, Quality, Queue management, TP90 and TAT.
- Responsible for publishing the Daily Business Report based on forecasting.
- Managing the queue overflow by prioritizing and planning the allocation with available headcount.
- Involved in standardizing the SOP across various product group.
- Identified the process gap and conducted refresher trainings whenever required for new bees.
- Performed internal audits to identify and improve the associate level quality and productivity.
- Responsible for maintaining the team quality above 90%.
- One among the top 3 for handling the team's escalation from stake holders.
- Developed Macros for Daily, weekly and monthly Reports and Work Allocation.
- Developed ETL Queries for Dump, Data and ASIN extraction for Process improvements and Projects across various teams.
- Part of the Critical Associates team for creating the use cases to Automate the current processes as a part of Head count reduction program across different teams.

Achievements

- Awarded with "First among Equals" award thrice for achieving 3x and 2.5x productivity against the target.
- Awarded with "Customer Delight" award for resolving vendor issue by closely working with external teams.
- Awarded with "Extra Mile" award twice for identifying and resolving the external team dependencies that lead to missed SLA.
- Appreciated by the internal stakeholders for increasing the team's Quality from 78% to 91% by conducting refresher trainings.

♦ Have been appreciated multiple times by stakeholders for maintaining the SLA, TAT and Quality above 95% for the product group handled.

Roles and responsibilities at Amazon Development Center

♦ **Production Planning:** Monthly, weekly and daily queue management, movement of resources on forecast basis.

♦ **Project Management:** Resource planning as per associate tenure, risk management and escalation management. Achieving the productivity and Quality both process level and associate level as planned.

♦ **Metrics Management:** Handling the responsibility of driving metrics for critical product group, thereby identifying and resolving the limitations stopping from achieving the associate and team's goal.

♦ **Process Improvement:** Drive efficiency and productivity initiatives by internal audits. Improving customers and employee experience by continuous improvement.

♦ **Mentoring:** Motivated the associates on career front whenever required. Mentored the associates by discussing and recognizing their improvements and positives and guided them with the needs and requirements to overcome the negatives stopping them from moving to the next level.

♦ **Training:** Trained associates on Product Group and conducted refresher trainings across various product groups.

♦ **Inventory Correction:** Responsible for instructing the FCs to perform Bin checks for the items to verify the issues reported by the customers in order to ensure the inventory health. Based on the results, inventory correction is made to fulfill the customer requirement.

♦ **Inventory Management:** As a part of Inventory Management team for all the product groups, Inventory units in the Bin are virtually handled to ensure whether the items in the Bin matches the catalog details. And also to check whether they are tagged under correct Vendor, Manufacturer or Brand.

♦ **Brand Cleanup/Management:** As a part of the process, Brand Clean up regarding Variation issues, Assortment issues, Catalog issues, Inventory correction has been sorted on regular intervals to avoid ambiguity among customers.

♦ **Internal Shipping/Inventory Movement:** Worked closely with FCs team to ship and track the units from one FC to another whenever required. Also to ship the Meltable items to Cold storage FCs from different FCs during summer.

♦ **Demand Supply Analysis:** As a part of new project initiative, worked closely with Vendors and Stake holders regarding the Demand and Supply based on the forecast.

Personal Profile

Name	:	Kamaleshwari Poornachandiran
Date of Birth	:	13/05/1993
Gender	:	Female
Marital Status	:	Unmarried
Nationality	:	Indian
Languages	:	English, Tamil, Telugu (Basic) and Hindi (Basic)

Declaration

I hereby declare that the above information furnished is true to the best of myknowledge and belief.

Kamaleshwari P