

Suganthi.P

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Personal Statement:

To pursue an excellent career that would enforce my potentials and gain knowledge and professional skills to build up my future. Seeking a promising career that provides an opportunity to apply and enhance current skills acquire new skills and contribute constructively to the organization.

Work Experience:

January 2011 – Present: (10 years)

Sr. Subject Matter Expert (Level 5)

Amazon.com, India (Chennai)

Duties and Responsibilities:

- Amazon Certified Six Sigma Green Belt Holder
- Manager team responsible for maintaining amazon catalog data
- SPOC for WW Consumables and North America Hardlines to improve overall customer buying experience
- Proactively identify potential defective returns and fix the issue, thereby having positive impact on FCF savings
- Work on amazon's catalog by data extraction through SQL
- Monitor the financial performance of top products/Brands for deviation from the Mean performance and the identify the root cause for spike in returns
- Identify business problem, design process, hire and train resource on the procedure and monitor the improvement metrics
- Work closely with Research Analyst in onboarding Machine Learning model to identify defects at Scale
- Identify the loop holes in the current process, create workflow to fix issues at the source
- Create and SOP for process to identify and fix the current issues in the Retail Systems
- Formulate and Define tech solution to automate the audit validation and providing document for the same
- Research and analyze the products in order to populate the content on the Amazon website
- Effectively interact and communicate with vendors with regards to content procurement

- Scrutinize and analyze the content that gets published on the website, ensuring the data is 100% accurate
- Analyze the pricing structure and intimate any errors to the respective Vendor Managers
- Provide timely responses to the Vendors/Manufacturers ensuring a smooth service delivery
- Organize and participate in the weekly client calls with the Vendor Managers and calling out any issues or specific concerns related to website quality and product specifics
- Addressing vendors' concerns without any delays and keeping a low ageing on vendor responses
- Verifying that the information provided by the vendor is accurate and writing back to the vendors on issues of any discrepancies
- Prepare SOPs and Training documents related to the process and updating it as and when required
- Extract information/content extraction through the sources of information (Vendors/Manufacturers and Vendor Managers)
- Tracking work received and work performed in daily/weekly basis
- Training new resources
- Performing quality audit for the item setup by the associates
- Ensure team adherence to SOP
- Suggesting process change and implementing process improvements
- Performing detailed RCA on errors captured and providing suggesting Preventive actions and corrective actions
- Preparing weekly reports and publishing the results to the managers and top management
- Conduct training to maintain quality and meet the standard bar set by Amazon
- Identify potential area of manual work around and suggest automation
- Always strive to keep the quality score above 99.5% every week

May 2009 to Aug 2010 (1 year and 3 months)

Processing Officer

TCS E-Serve International Ltd. – Banking and Financial Services

Duties and Responsibilities:

- Worked as processing officer for UK Bank (Egg Bank).
- Processed refund of excess payment made by customer to their external bank a/c
- Preparing Loan statements
- Changing customer's personal data like Name, Address, email id after sight of necessary document
- Making payment Break for Loan and restructuring of loan tenure and Monthly amount payable
- A/c closure processing

- Sending letters to customers regarding outstanding balance in cards and loan for those without online access

AMAZON PROJECTS:

- **Amazon Global Project:**

I have worked on two Global projects which are implemented worldwide in all the countries where amazon operates. The projects are listed below.

- **New Platform - Vendor Central Launch:**

New Portal was added in the amazon vendor support website to ease the process of New Item Step in catalog. This hosted new feature like editing existing catalog products, adding new sellers for existing product without much hassle. I completed owned the end to end testing of the Vendor Central from both Vendor and amazon's internal review end. All the glitches were identified. Regular audit was done for all the items added through this new process and quality score was published regularly. A document was prepared calling out all the features that needs to be added to the existing design to ensure amazon standards. An audit workflow was designed having most of the manual audit checkpoints being inbuilt in the system thereby reducing the head counts. This project is now rolled out to all marketplaces within amazon's business purview.

- **Project with FCF Goal of \$20MM Savings:**

Globally Consumables products were incurring very high FCF loss within amazon. I took an annual goal to positively impact \$20MM FCF. A structure mechanism was created to efficiently identify the top reason for returns resulting in high concessions. Based on extensive analysis of data and applying multiple dicer slicers the root causes were plotted periodically and the solutions were applied to all the products falling in similar scope. The project included sub projects to address issues faced by customers like damaged products, wrong product received, expiry issue and incorrect catalog information. Upon targeting specific return reason and with scalable solution through automations, ML models and frequent connect with stakeholders helped in attaining the annual goal two months ahead of timelines.

Educational Qualification:

DISCIPLINE	COURSE	INSTITUTION	BOARD/UNIVERSITY	YEAR OF PASSING	%AGE SECURED
Commerce	B.Com	Chellammal Women's College	Madras University	2009	70%
Commerce	XII	CGHSS	State Board	2005	86%
General	X	St. William's A.I High School	Anglo Indian	2003	78%

Technical Qualification:

Successfully completed **ANIIT** in **Information System Management** from **NIIT**

COURSE	INSTITUTE	SUBJECTS
CIT	NIIT	C#, SQL Server 2005
DIT	NIIT	MS Excel, MS Access, MS Word
ANIIT	NIIT	Crystal Reporting, Data Mining, BI Tools

PERSONAL PROFILE:

NAME: Suganthy.P

DATE OF BIRTH: 20-03-1988

GENDER: Female

AGE: 32

MARITAL STATUS: Married

HUSBAND'S NAME: Prakash. J

NATIONALITY: Indian

LANGUAGES KNOWN: English, Tamil

Hold Passport: Yes

I hereby declare that the above mentioned information is true to the best of my knowledge.

PLACE: Chennai

DATE: 03/05/2021

(Suganthy. P)