ROHAN P

Operations & Content Specialist | Digital Content Associate at Prime Video

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PROFESSIONAL SUMMARY

Operations and content professional with 2+ years at Prime Video, leading high-scale content workflows, QA, and cross-functional issue resolution. Proven ability to manage stakeholders, automate processes, and drive operational efficiency. Seeking to step into a team lead or operations coordinator role where I can apply process ownership and leadership to deliver excellence.

EDUCATION

Peri College of Arts and Science   03/2021 – 05/2023
Bachelor of Computer Applications

PROFESSIONAL EXPERIENCE

Amazon Prime Video   07/2023 – present
Digital Content Associate   Chennai, India

- Managed end-to-end content operations for 300+ movies and series. 07/2023 – present Chennai, India
- Conducted QA for contents across web,app, and Smart TV Platforms.
- Handled Urgent publishing or take downs requests during premieres and outages.
- Worked with multiple Tier 1 - 3 Prime Video Partners and internal stakeholders to improve selection and fix catalog defects.
- Resolved **2.5K**+ customer-reported issues related to incorrect metadata, playback errors, subtitle mismatches, and missing episodes.
- Audited and streamlined existing SOPs for QA and issue resolution workflows, elimination redundancies and aligning processes across International sites.
- Developed small-scale automation to streamline workflows.
- Conducted regular audits with 100% reporting accuracy.
- Coordinated with global stakeholders to resolve operational issues.

PROJECTS

Automated Handover email system   07/2025
Python

- Designed and executed email automation solution for daily handover reports across other sites, resulting in standardized reporting, zero distribution errors, improving operational efficiency and eliminating manual processing.

TARS (Ticket Assignee & Removal System)   06/2025
Python

- Coordinated, developed, and implemented TARS (Ticket Assignee & Removal System) across 4 international sites, achieving 78% reduction in manual processing time. Streamlined handling of 294+ daily tickets.

Browser Automation with Tamper monkey   11/2024
Self-Initiated

- Created userscripts to visually highlight errors in content publishing workflows

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SKILLS

Content Management: In-house CMS
Tools & Platforms: MS Excel, Google Sheets, MS Word
Automation: Python (basic scripting, automation and data cleanup), Tamper Monkey.
Operating System: Windows
Other Skills: Cross-team Coordination, Content QA & issue resolution, Root Cause Analysis(RCA), Platform Testing(App,Web,etc.)