Portfolio
Sameer Kumar
Senior Microsite Associate Process Optimization Expert

Hyderabad, India
+91 9885317240
✉ sameerkumarg508@gmail.com
🌐 sameerkumarg508.github.io
in sameer-kumar-753279132

Profile

Driven professional with **12+ years** at Amazon as Senior Microsite Associate, specializing in seller-experience enhancements, beta testing, and process optimization via audit insights. Passionate about leveraging data-driven strategies and cross-functional collaboration to deliver scalable improvements. Actively transitioning technical skills in AI/ML, cloud, and automation while remaining open to impactful non-technical roles.

Open To

I am actively seeking opportunities as:

Operations Manager, Operations Specialist, Data Analyst, Software Test Engineer, Cloud Engineer.

Professional Experience

Feb 2023–Dec 2023 — **Senior Microsite Associate**, *Amazon*, Hyderabad
- Coordinated seller-experience beta programs and feedback loops.
- Streamlined workflows and communication using audit-driven insights.
- Collaborated with engineering and operations teams to implement data-backed process enhancements.

Jun 2018–Feb 2023 — **Senior Quality Assurance Auditor**, *Amazon*, Hyderabad
- Led compliance audits and root-cause analyses, reducing defect rates by 15%.
- Recommended process optimizations and standard operating procedures.
- Liaised with stakeholders to align audit findings with strategic goals.

Dec 2017–Jun 2018 — **SPS Advisor**, *Amazon*, Hyderabad
- Advised sellers on system best practices and support processes.
- Managed escalations and ensured timely issue resolution.
- Identified process improvement opportunities, driving a 10% efficiency gain.

Feb 2011–Mar 2014 — **Senior Technical Support Associate**, *Amazon*, Hyderabad
- Provided advanced technical guidance to sellers, resolving complex issues.
- Documented workflows and FAQs to empower support teams.
- Improved first-contact resolution rate by 20%.

Jun 2010–Feb 2011 — **Process Associate**, *Cognizant*, Hyderabad
- Executed high-volume process tasks with precision and speed.
- Developed process documentation to streamline knowledge transfer.

Education & Certifications

2023 **M.Sc. in AI & ML**, *Scaler Academy*

2010 **B.Tech in Computer Science**, *JNTUH College of Engineering, Hyderabad*

Certifications

PMP (Exam scheduled), Six Sigma Green Belt, Agile Foundations, API Testing Foundations, JMeter Performance & Load Testing, Postman API Expert, SQL for Testers.

Skills

Process — Process Optimization, Audit Management, Beta Program Coordination

Technical — Basic AWS & Azure, Selenium (training), AI/ML fundamentals, SQL, JMeter, Postman

Methodologies — Agile, Six Sigma, Data-driven Decision Making