

## External job description

### Quality Specialist (Work from Office Role) - Hyderabad

#### About the team:

The Last Mile Analytics & Quality Team aims to ease the delivery process by continuously improving the accuracy of data used for optimizing the last mile process. The team partners with product, engineering, data science and operations to identify gaps in the existing technology and implement sustainable and long-term solutions to minimize these gaps. To bridge the gap in the short-term, the team runs audit programs to handle various exceptions in the last mile technology, ensuring business continuity.

#### Job Description:

The Last Mile Analytics & Quality Team is looking for a Transportation **Quality Specialist** who will act as the first level of support for address resolution, geocode correction maps edits, driver support and static route management in Last Mile along with other operational issues and activities related to Transportation process and optimization.

Your efforts will impact our customers directly! This job requires you to constantly hit the ground running and the corrections/edits you perform will ensure successful deliveries. Your ability to learn quickly and work on disparate and overlapping tasks will define your success. This job will enable you to experience a breadth of impact across multiple Engineering and Operations groups.

#### Roles and Responsibilities:

This includes, but is not limited to:

- Follow Standard Operating Procedures (SOPs) to perform manual audits and resolve outliers/exceptions
- Identify patterns emerging in the audits and contribute to process/program improvements
- Provide timely response to stakeholders on related tasks as per SOP and SLA
- Systematically escalate problems to the relevant owners/ teams according to pre-determined process.
- Highlight exceptions within SOPs, work types to managers to improve work flow
- Maintain records of day to day work by updating trackers or workflow tools
- Meet business metrics and goals i.e. SLA, productivity, quality and utilization benchmarks
- Understand performance metrics for driving business goals
- Work in a collaborative environment and contribute to the growth of the respective team/program
- Develop a global perspective and understand the nuances of various geographies that Amazon operates in
- Provides inputs on new metrics and tools. Comes up with suggestions to improve productivity and quality. May be involved in improvement(s) (Kaizen) work outs

#### Basic qualifications

- Basic Qualifications · Bachelor's degree
- Good communication skills - both verbal and written
- Demonstrated ability to work in a team
- Sound problem solving ability and analytical skills
- Proven ability to work productively and efficiently in an independent setting
- Excellent attention to detail and work with the highest level of accuracy

#### Preferred qualifications

- Working Knowledge of MS Office products such as Word and Excel
- Excellent communication and data presentation skills Fluent written and spoken English

**Shifts:** Rotational (it is a 24\*7 shift environment and shifts are rotational – changes based on business requirement)

**Weekly Off:** Rotational two - consecutive day off (it is a 5-day working week with 2 consecutive days off. The off days change based on business requirement)