**Name**

**Prod Compliance Senior Associate**

**AWS Certification Code**: **ZPW3RES1MFE4Q632Mobile: +91 231456778**

**Email : vshwas@gmail.com**

**Summary**

* I have overall 5 years of experience. I am AWS Solution Architect (**Certified**)
* Adaptive to Cloud Strategies based on AWS (**Amazon Web Services**)
* Exposure to Technical knowledge on EC2, IAM, S3, VPC
* Installed and Setup Web Servers (Apache and Tomcat), DB Server (MySQL) in training centers.
* Server’s, Domain’s and Database’s migration on Amazon Web Services.
* Have very good record in managing vendors and Customers .
* Monitor logs for better understanding the functioning of the process

**Technical Skills**

* **Operating System** :Linux, Windows 10
* **Databases** : MariaDB , Amazon Aurora, My SQL
* **Applications** : Salesforce, AWS
* **AWS** **Services** : EC2,ELB,VPC,RDS,IAM,S3,SNS,EBS,cloud watch
* **Tools** : NFS, Samba,
* **Linux Flavors** : REDHAT RHEL7



**Employment** **Summary**

**Department : Compliance – Operations**

**Company : Amazon Development Center**

**Duration : Dec 2017 to Till Date**

**Designation : Prod Compliance Senior Associate**

* Prepared material for shipment adhering to domestic and international packaging guidelines, Products throughout every phase of the supply chain.
* Identify and remove from the website products that violate our Restricted, Products policies and proactively satisfy Amazon regulatory obligations for these products.
* Determined the mode of transport most suited for transferring goods as per the nature, volume and safety requirements of the products.
* Part of remote Troubleshooting team to fix issues faced by warehouses when trying to receive or outbound Dangerous Goods.
* Identify reoccurring non-compliant customs issues, this leads to the identification of misclassified parts that ended up saving our customer thousands of dollars in duties.
* Classify products based on their potential hazardous risk, for regulatory storage and transportation purposes.
* Monitored and performed strict packaging operations for shipping standards. Good Understanding of Hazmat Regulatory Class
* Interacting and coordinating with vendors and manufacturers to help ensure a
* Smooth data flow.

**Department : E- Commerce Marketing and Development**

**Company : Hewlett Packard Enterprise**

**Duration : July 2014 to Dec 2017**

**Designation : Senior Sales Support Co-Ordinator (Catalogue Analyst)**

* Creating Portals as per Customer requirements and specifications for required products.
* Maintaining individual country catalogs.
* Responding to incidents and providing updates in a timely manner. Escalate whenever necessary.
* Maintain product availability and meet service level targets as per Service Level Agreements (SLA).
* Clarifying front office ‘s queries and explaining about process.
* Updating & creation of accounts in SFDC based on the requests.
* Integrate data into Salesforce applications.
* Planned testing strategy, created and signed off test-script, executed User Acceptance Test
* Created and deployed several reports for different user profiles-based on requirement.
* Experience in having regular Interactions with clients/stakeholders to understand the business requirements and provide data-based insights to management.

**Additional Responsibilities:**

* Analyzing issues received as part of production support cases and providing a resolution to business users within the defined SLA.
* Handling all the escalations which relates to portal, catalogue or SFDC and giving resolution.
* Providing some of the process improvement idea for the team – Helping Peers through Sharing best practice and improve in quality and SLA.
* Participating in testing for new tool/enhancement of existing tool to identify Bugs & report them.
* Assigning work to the supporting people and providing reports on completion
* Annual Sports day participation &amp; part of organization comity.

**GCM (Global Catalog Management Project)**: Being part of global catalogue management program,

Gathered three different regional process, setting up single Bid for all three regions and enabling single publication of catalogue across regions.

**Educational** **Details**

**Bachelor of Computer Application (BCA)**

Surana College, Bangalore University – 2014

**Personal** **Details**

**Name**  **:** Vishwas BN

**Date of Birth** **:** 19- February -1994

**Languages Known** **:** English, Hindi, Kannada, Telugu

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

**Place: Bangalore** **Vishwas BN**