TATHAGATA CHAKRABORTY

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PROFESSIONAL SUMMARY

Results-oriented Operations and Analytics professional with experience spanning **Amazon**, **TCS**, and **TVS**. Proven expertise in managing large teams, driving automation and AI implementation, optimizing performance metrics, and executing strategic market expansion. Strong analytical mindset with hands-on technical proficiency in Machine Learning, people management and Operational processes handling.

KEY SKILLS

Operations Management, Process Automation, Team Leadership, Stakeholder Management, Performance Analytics, Lean Thinking, AI Integration, Project Coordination, Data driven Decision Making

TECHNICAL SKILLS

Python, SQL (PostgreSQL), Tableau, Java, HTML, CSS, JavaScript, Advanced MS Excel, PowerPoint, Word, Data Visualization

PROFESSIONAL EXPERIENCE

Amazon – Operations Manager I (Buyers Abuse Department) | May 2025 – Present

- Managing a team of 25 investigators; tracking KPIs including productivity, quality, NPT, and schedule adherence.
- Implementing Generative AI and automation solutions to enhance investigation accuracy and operational efficiency.
- Handling team escalations, performance reviews, and day-to-day operational issues.
- Driving department-level metric improvement through qualitative and quantitative analysis.
- Collaborating with leadership on data-driven process enhancements and investigator performance strategy.
- Overseeing hiring, onboarding, and conversion of contract employees into permanent roles.

Tata Consultancy Services – Associate System Engineer | Aug 2021 – Jun 2023

- Developed full-stack Java applications for clients, including Bajaj Finserv, Camlin, and Tata Sons (26 clients total).
- Optimized SQL queries to reduce process time by 20%, improving system performance.
- Implemented automated email workflows, ensuring smooth applicant communication.
- Led a 7-member development team using Agile methodology for sprint planning and CR roadmaps.

TVS Motors – Country Manager Trainee (Summer Internship) | Apr 2024 – Jul 2024

- Conducted market and regression analysis to identify strategic opportunities in Morocco's two-wheeler market.
- Coordinated with logistics and export teams to dispatch 46 NTORQ units to Morocco via the LOC process.
- Performed competitive benchmarking and pricing strategy analysis for two NTORQ models.
- Collaborated with cross-functional teams to develop a go-to-market strategy for Morocco expansion.

EDUCATION

MBA (Dual Major- Operations and Data Science,2023–2025) – Great Lakes Institute of Management, Chennai | **CGPA: 3.41/4** (**Distinction**)

B.Tech (Information Technology, 2017–2021) – Kalyani Government Engineering College | **CGPA: 8.6**

12th (2017) – Experimental High School | **89%**

10th (2015) – Experimental High School | **91.57%**

CERTIFICATIONS

- Lean Six Sigma Green Belt – KPMG
- ChatGPT & Midjourney: Digital Assistants (Prompt Engineering)
- Tableau 2023–24 Certified Data Analyst – Udemy
- Introduction to Digital Marketing – Internshala
- Advanced Databases and SQL Querying
- Introduction to SAP Datasphere (Ongoing)

ACADEMIC PROJECTS

- **Quantitative Analysis of Tablet Preferences** – Conducted survey-based analysis comparing AI-generated personas with real student preferences using statistical methods to understand whether GPTs can be leveraged in market research to reduce time and cost.(>90% precision).
- **Comprehensive Tableau Dashboard Analysis of U.S. Companies** – Designed interactive dashboards using Tableau to analyze revenue growth, performance, and Pareto trends across industries to make data-driven business decisions.

ACHIEVEMENTS

- 4.5/5 (A band) in TCS annual appraisal.
- Ranked in the top 3 in the Operations department during MBA