

Venkatesh R

Prod Compliance Senior Associate

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SUMMARY

Experienced Analyst with over two years in support, system administration, and configuration across organizations like Amazon, Ensto, Infosys, and Altera Digital Health. Proficient in tools such as Oracle Unifier, Apache Tomcat, and ServiceNow, with strong SQL skills for data analysis and issue resolution. Known for ensuring SLA compliance, streamlining processes, and delivering reliable technical solutions. A quick learner with a strong focus on problem-solving, client satisfaction, and continuous improvement.

PROFESSIONAL EXPERIENCE

Prod Compliance Senior Associate

01/2025 – present

Amazon

Bangalore

- Reporting violations of rules, regulations, policies, and procedures by evaluation.
- Classify products based on standard operating procedures (SOP).
- Working and contributing on process improvements, and internal projects to enhance process efficiency, quality, and customer experience.
- Identifying risks, classifying products, and maintaining compliance standards.
- Implement improvements to operational processes, including automation and data analysis, to enhance efficiency and quality.

Junior Technology Analyst

12/2023 – 09/2024

Ensto Inc

Remote, India

- Supported and maintained Oracle Unifier Primavera Unifier functionalities including user administration, task reassignment, and access control.
- Configured Business Processes and handled Primavera Administration tasks.
- Provided Level 2 support for access requests and system configurations, while collaborating on complex Level 3 issues.
- Managed support tickets, using Zendesk Ticketing tool, ensuring timely resolution and compliance with SLAs.
- Acted as the primary point of contact for clients, providing timely updates and solutions.
- Monitored system performance and resolved issues, enhancing overall system reliability.
- Engaged in continuous learning, contributing to documentation of Knowledge board articles and process improvement efforts.

Technical Support Intern

10/2023 – 11/2023

Altera Digital Health

Remote, India

- Diagnosed and resolved customer queries or technical problems related to system configuration,
- product functionality.
- Worked on basic SQL queries (DDL/DML) to retrieve, modify, and maintain data in Microsoft SQL Server databases.
- Took responsibility for assigned tasks, ensuring deadlines are met, and provided regular updates
- to stakeholders.

System Associate

02/2022 – 04/2023

Infosys

Bangalore, India

Project: Evonik

- Middleware administrator using Apache Tomcat Server
- Ticketing tools SMAX, Working on Change requests, Incidents, Service requests and Short URLs.
- Deployment of applications into the server
- Auto deployment of applications
- Computer management, Creation of services accounts, update username and passwords management.

- Checking, and updating SSL and SAML Certificates of the websites hosted in the server.
- Checking the task Scheduler for servers, Upgrading major minor versions in Apache tomcat web servers.

Project : Cummins

- As a Process Owner, in Incident Management track using Ticketing Tool ServiceNow.
- Making sure that incidents haven't breached SLA, Keeping Track of Incidents in our ownership and Checking its latest updates.
- Troubleshooting end user's issues.
- Problem Solving of Incidents, assisting end user and Technical assignee
- Making sure no escalations and SLA breach takes place.

EDUCATION

Masters of Computer Applications M.C.A.

Jain University

CGPA : 8.31

06/2022 – 07/2024

Bangalore, India

Bachelor of Computer Applications B.C.A.

ST. Claret College

CGPA : 7.68

06/2018 – 08/2021

Bangalore, India

Pre-University (PUC)

ST. Claret Pre-University College

Percentage 61.2 %

06/2016 – 05/2018

Bangalore, India

SSLC / 10th

Gnana Teja English School

05/2015 – 05/2016

Bangalore, India

SKILLS

- SQL - Query writing
- HTML and CSS
- Windows Administration
- Apache Tomcat Web Server
- Primavera Unifier
- AWS - Generics
- Power BI - creation of dashboards
- Troubleshooting and Problem Solving

INTERESTS

Content making | Video Editing | Travelling | Trekking

CERTIFICATES

- Microsoft Certified: Azure Fundamentals (AZ-900)
- Oracle Primavera Unifier Essentials