



Vyomesh Raghav

Accomplished, driven and self motivated IT professional with excellent knowledge and proficiency in Web development tools like HTML, CSS and Javascript, seeking for progression with the organisation in front-end roles. 4+ years in client/stakeholder management, driving standard of procedure improvement and Fraud Investigations for E- Commerce industry. Proven experience in Leadership and Team Management with upbeat positive attitude and strong organisational skills.

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WORK EXPERIENCE

Freelance

BlackMole Entrade Pvt Ltd

03/2022 - Present

Achievements/Tasks

- Experience in cross browser HTML, CSS, Javascript coding to offer responsive website layouts to modern browser and mobile devices.
- Positioned website in a competitive niche by introducing and enforcing SEO and WPO techniques.
- Designed the structure and webpages layout as per the user requirement with 100% satisfaction.
- Created new features, functionality and capabilities in Blackmole's site using JS, Bootstrap, JSON, etc

Senior Advisor

Sears Holding Private Limited

09/2020 - 10/2021

Hyderabad

Achievements/Tasks

- Trained 6 of 15 new hired candidates based on business requirement and mentored for over 2 months.
- Identified and analysed case scenarios of International customers, along with impact of MOs/patterns and helped in improving the automation for such accounts.
- Performed analysis and ad-hoc pulls to support analytics teams and accounted for data backfills and daily pipelines.
- Successfully executed the customer's call verification process in peak period for over 3 months with highest accordance.

Transaction Risk Investigator

Amazon Development Centre India

06/2016 - 07/2019

Hyderabad

Achievements/Tasks

- Established finer procedural process across marketplaces through research in US, UK, IN marketplaces consequently improved process efficiency across the department by 15%.
- Tracked negative customer experiences and performed Root Cause Analysis to identify problem areas and provided solutions and best practices.
- Improved the Decision Quality Metrics by 25% across Hyderabad and Bangalore through independent research work leading to reduced defect instances.
- Collaborated with team managers and authored Standard of Procedure (SOP) documentation for IN marketplace, establishing a seamless document for all the employees with detailed clarity on the process followed.
- Trained and mentored 3+ teams of 15-16 investigators on multiple marketplaces based on immediate business requirement.
- Guided managers for better understanding of the processes and loopholes in Standard of Procedure (SOP) followed across the sites.
- Successfully created multi-launcher page of customer accounts for employee's and self learning progress site along with other members for tracking their skillset and internal certification courses.

SKILLS

HTML

CSS

JavaScript

React

jQuery

Bootstrap

Typescript

Angular JS

XML

Version Control System

Rest API

NPM / Yarn

SQL

Excel

Data Analytics

Team Management

Root cause analysis

Process improvement

Customer experience

Reporting

Problem solving

Solution driven approach

ACHIEVEMENTS

Quality Star

Highest variance in performance with zero defects across the department.

Rock star of the Month

Continuous over the bar performance in the department for a month along with zero defects and multiple roles in different aspects of the job.

Cornerstone awards

Individual with highest reputation in helping team members in performance and resolving doubts with proactive involvement in other activities.

People's Choice awards

Individual with excellent social and corporate conduct with peers

CODEDAMN CERTIFICATES

Basics of Web

Front-end Basics

Frontend/Backend Tooling

INTERESTS

Poetry Writing

Photography

Anime

Football

Traveling