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| **BUSINESS OPERATIONAL SKILLS**   * Ability to engage and influence stakeholders * Create process models and initiate process improvement within the team * Manage change to meet business requirements * Ability to plan, organise and prioritise workloads * Strong skills in the areas of communication * Advanced Microsoft tools (Excel, PowerPoint, Office, Visio, Outlook)   **WORK EXPERIENCE:**  **BUSINESS CATALOG ASSOCIATE**, **Amazon.com**  Chennai, India, March 2014 – June 2016  **Responsibilities:**   * Modify, analyse, verify and manage large volumes of product data on Amazon's online catalog * Collaborate with the IT team to develop, test, implement and manage VBA Excel projects * Coordinate team's workload and day to day tasks * Present & periodically update various reports to management and stakeholders * Frequently perform root cause analysis of internal team escalations * Solely handled multiple internal data audit and quality assurance projects * Mentoring new recruits and manage operational responsibilities in absence of Manager * Key point of contact between Amazon and client stakeholders based in Seattle, USA * Active part of client calls to lead and raise challenges * Document standard operating procedures(SOPs) for the company implemented across various teams   **Accomplishments:**  3 time recipient of Amazon’s recognition award for the following:   * Lead a process automation project to develop an effective and categorized data consolidation tool * Performance during a high priority project * Top performer in 2 consecutive quarters   **PERSONAL DETAILS**  Nationality : Indian  Visa Status : Resident  U.A.E Drivers License : Yes |



# AMRATA

[AMRATA.345174@2freemail.com](mailto:AMRATA#.345174@2freemail.com)

**CAREER OBJECTIVE:**

A result orientated professional with a strong Business Operations background in the E-commerce field looking to join a progressive company to further my personal and professional development

**EDUCATION:**

**2000 - 2009:** Science with Computer,

Own English High School, Dubai

**2009 - 2013**: B.TECH Information Technology

**Anna University**,

College of Engineering

Guindy, Chennai, India

**KEY SKILLS:**

**Areas of Expertise**

* Data management
* Team coordinator
* Process automation
* Project management

**Programming**

C++, HTML, Java, MySQL