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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 : IndianVisa Status : ResidentU.A.E Drivers License : Yes |


# AMRATA

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