**Vishwaraj**

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**Objective**: Ambitious to embark on strategic level position in a dynamic environment, to be a keen planner and strategist with proven abilities in Research and Client Relationship, to keep up with the cutting edge technologies and to be an effective communicator and initiator with proven team building abilities. Work hard, have fun and make history.

**Professional Summary**

* Overall 6+ years of experience in Operations, Journal Management, Catalog Management, People Management, Supply Chain Management, Retail Operations and Technical Support.
* Worked with CSS Corp as a Support Engineer from November 2010 to October 2011
* Worked with Amazon.Com as a Senior Catalog Specialist from November 2011 to August 2015
* Worked with Peppertap.com as an Operations Manager from September 2015 to April 2016

**Work Experience**

**Elsevier.com (Reed Elsevier)**

**Designation: Journal Manager**

**July 2016 – Nov 2017**

**Roles and Responsibilities**

* Manage the entire end-to-end process of publication of manuscripts online, i.e., from submission of articles for peer review to final issue publication (electronic and paper).
* To deliver editorial (pre-acceptance) services to stake holders according to the Service Level (A, B or C) and specific needs of manuscripts.
* To deliver production (post-acceptance) services according to baseline production services or Service Level agreements (SLA)
* To publish manuscripts according to budget and meet the quarterly target.
* To provide written and verbal reports/feedback on process performance to peers.
* Monitor the performance through the entire end-to-end process of publication.
* Monitor handling times of all steps in the editorial process according to benchmarks established in agreement with Publishing and Editor/Editorial Board.
* Developed projects/templates to automate reports on one click.

**Skill Set:** Advanced Excel, Visio, VBA Macros

**Peppertap.Com**

**Designation: Area Operations Manager**

**September 2015 – April 2016**

**Roles and Responsibilities**

* Part of the core team which kick-started the Chennai Operations
* Involved in identifying and hiring teams for expansion; devised training modules for new hires to understand the operations process better
* Successfully led a team of 50 and maintained smooth operations for allocated zones
* Achieved and maintained the highest on-time deliveries and fill rates in Chennai for allocated zones
* Successfully led pilot projects to decrease order processing time while improving the quality of goods;
* Generated reports for manpower planning to achieve target efficiency set by the company

**Data Analytics**

* **Customer Lifetime Analysis:** Conducted a Market Research on new acquisitions vs repeat customers and formed matrix across time periods, localities, and order patterns to understand customer behavior. Gave each customer an individual score based on the Recency-Frequency-Monetary (RFM) framework and divided them into distinct groups. These groups were to be targeted with customized marketing strategies best suited to maximize their response rates.

**Amazon Development Center, Chennai**

**Designation: RBS (Retail Business Services) Senior Catalog Specialist– Level 3**

**November 2011 – August 2015**

**Role and Responsibilities:**

* Performing variety of tasks in procuring and adding content into the product catalogs on Amazon site and Populating it from various sources (includes secondary research)
* Manage end to end retailing operations of the organization
* Error Management and interacting/coordinating with the Vendors & Manufacturers and the Off-shore Business Teams on a weekly basis.
* Responsibilities include Inventory, Catalog, Data handling, Advanced Excel/ Macros, Category Management and Vendor management.
* Develop business growth of product lines, innovate customer site-experience and apply forward looking lean strategy to improve work efficiency and reduce operation costs.
* Data handling, Advanced Excel/ Macros Experienced in handling a team of 12 in the absence of my manager for a longer duration
* Part of new process on-boarding team. Have on-boarded different processes both daily and weekly tasks and handled them effectively in an affordable manner.
* Providing timely feedback to both upstream and downstream members in the hierarchy for the achievement of individual and organization objectives.
* Single Point of Contact for driving various Projects and performing audits on a regular basis thereby improving quality.
* Responsible increasing the metrics of the team with different strategies
* Performed the role of process trainer for 6 months and have handled 2 new batches of fresher/ new hires.

**Skill Set:** Team Management, Vendor Support Services, Content/Catalog Management, Process Expert, Transition Specialist, On-boarding Specialist, MS Excel, Visio, VBA Macros (Working knowledge)

**Achievements**

Won Rewards & Recognition-R&R Award

Won spot awards

Consistently rated as Outstanding Performer

Promoted as a Senior Catalog Associate

**CSS Corp Private Limited**

**November 2010- October 2011**

**Real Player and Rhapsody: Support Engineer**

* Supported Rhapsody which is an online music store
* Supported clients in Sound Cord and Audio device failure issues
* Helped in updating the firmware and also formulated new troubleshooting steps as a process improvement measure
* Supported issues related to Windows, Mac Operating systems and Android and IOS apps for mobile phones.

**Education Profile:**

* Completed B.Tech (Information Technology) from Jerusalem College of Engineering, Chennai in the Year 2009 with an overall aggregate of 61%
* Completed 12th Standard and 10th std with Vyasa Vidyalaya matric school with 75% and 78% respectively.

**Personal Profile:**

* Name : Vishwaraj
* Marital Status: Married
* Place: Chennai
* DOB: 10-12-1987
* Hobbies : Cricket and Fantasy Premier League

**Declaration:** I hereby declare that the above-mentioned information is correct up to my knowledge.

Regards,

(Vishwaraj)