Monica Priyadarshini Prusty

BPUT

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# EDUCATION

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| --- | --- | --- | --- | --- |
| **Year** | **Examination** | **Institution** | **Board/University** | **CGPA/Percentage** |
| 2012 | B.Tech(IT) | Trident Academy Of Technology, Bhubaneswar | BPUT, Odisha | 7.66/10 |
| 2010 | Class XII | P N Junior College, Khordha | C.H.S.E, Odisha | 66.5% |
| 2006 | Class X | S D A High School, Khordha | I.C.S.E, Odisha | 71% |

**PROFESSIONAL EXPERIENCE TOTAL WORK EXPERIENCE: 6 YRs & 6 MOs**

**Amazon Development Center Pvt Ltd Bangalore**

*Senior Catalog Associate, English- Quality Analyst (RBS) Sep 17 – Jan 20*

* Weekly and monthly Reporting of Business Performance to monitor key risk indicators.
* Calibrate auditing processes with the Operation team and onshore/offshore team to discuss on the root cause analysis
* Assisted with numerous audits using 40% sampling to identify potentially unseen gaps
* Initiated the implementation of data mining technique, resulting in 10% increase in quality and productivity
* Prepared MIS reports followed by corrective action and closely monitoring to improve the quality of the Operations Team for the weekly and monthly business review meeting
* Performed transactional audits on a daily basis for respected processes and share results of audits on a weekly/daily basis
* Provided performance feedbacks to the associates and close loop on audit observations
* Identified root cause of defects and find areas of improvements in the process being audited
* Provided ideas for process improvements to enhance process efficiency, quality and customer experience
* Identified many SOP gaps in the ground level and fixed it by flagging it to the respective team
* Identified manual tasks and automated the same thereby reducing overall time taken for a particular task.

# Amazon Development Center Pvt Ltd Bangalore

*Technical Account Management Jun 15 – Sep 17*

* Involved in correcting information in the product detail webpage based on the requirement.
* Involved in creation of a new product detail page and merging duplicate detail pages.
* Involved in correcting images and swatch images of product detail page.
* Provided prompt and efficient service to Amazon Sellers/vendors and Merchants including the appropriate escalation of

Sellers’ issues corresponding to the Email and ticket contacts.

* Skilled in Feeds, Ungating and Incorrect Information on Detail Page issues, html and css troubleshooting errors and correcting them to help seller upload the items in their inventory.

# Hi Power Support Pvt Ltd Bangalore

*Sr. E Service Associate- Android and iOS Aug 14 –May 15*

* + Unlinking and linking Game center/Google+ from the customer’s account by using the software application.
  + Recovering customers account back to them by using software application.
  + Dealing with hacked scenarios and recovering the account to the rightful owner.

# Sony Bangalore

*Associate Consultant April 13 –Aug 14*

* + - Worked as a **Test Analyst** for Sony laptops and camcorders of USA for its monthly mailing campaigns.
    - Done **root cause analysis** for identifying critical issues and suggested the impact on overall system.
    - Involved in critical tasks like Change in Terms, implementation and application migration for risk mitigation with a flawless delivery.
    - Hands on experience with test automation and project management tool for reporting and tracking of defects.

# PROJECTS & INTERNSHIP

**Data Science in Python**

* + - Formulated customer feedback strategy to analyze feedback received by the customer on retail store like More Megamart and developed a model.
    - Done secondary research to analyze new business opportunities and ideate automation, mobile applications, and social applications for clients.
    - Identified new leads, initiated discussions, prepared proposals for developing business in new customer segments.

# Automation in VBA

* + - Automate the Quality reports for 3 Programs (PSS, A+, and Proactive) and 3 Marketplaces (US, UK, CA). Stakeholder requested to compile the reports in a new format which was a manual piece of work. So, I have created the master template and automated the report which has created efficiency worth 0.5 Headcount and reduce the overall time.
    - Automate the sampling data of Quality which was unstructured, repetitive and was dependent on multiple sheets. I have automated the sampling methodologies and removed the manual work which in turn yielded result on a single click with structured data. This has reduced the overall time.

***Trident Academy Of Technology (BPUT), Bhubaneswar***

# Live project by IBM Rose Software:

Created a retail website through a complete designing of the website making the buttons live to work, creating multiple pages linked to the button and a live transaction system of a retail website.

# Software used- IBM, OS- Windows 7, Programming language- html, css, javascript

**ACHIEVEMENTS & SKILLS**

* + - Awarded **Extra Mile** Awards for three quarters for the projects undertaken and delivered
    - Trained in **Six Sigma, FMEA** and other **QC Tools**, **Advanced Excel, VBA, SQL**, error analysis of **html** and **css**, **data science in python, SharePoint**
    - Delivering optimum Analytical Solutions using data, business context, tools & techniques
    - **Best Performer** and **Seller Advocate Award** during the Training phase and received Amazon Gift Card
    - Awarded as the **OT** winner for completing maximum number of **OT** hours in **Peak Season**
    - Awarded as the **first person** in **Amazon worldwide** to achieve 1000 **Alerts & Opportunities** delivered and received

# 100 $ Amazon gift card

* + - Student committee in B.Tech for a Year where I was responsible to organize and coordinate the activities held in University and was a part of anti-ragging squad
    - Vice President in Interact Club of Rotary Club for 1 Year