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| Monika BL  No. 21, Poornasri, 9th cross mail road, Chunchagatta Konnankunte subpost JP nagar 7th phase Bangalore 560062 · 9538907021  Email lokeshmob11@gmail.com |
| Experienced in retail and mortgage industries with overall 8 + years of work experience as result oriented, customer obsessed professional holding successful record of handling multiple operational queries working on multiple tools to meet the timely production requirements.  Intended to work in a challenging and stimulating environment with opportunity to utilize my organizational skills, current experience, and educational background and to enrich my knowledge and enhance my experience further. |

# Experience

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| May, 2017 – Jul, 2020Vendor contact mangement associate, Amazon development centre. Ferns City, Doddanekkundi, Bengaluru, Karnataka 560048  . Managed and investigated on chargebacks ensuring its validity and getting the charges waived for all unreasonable deductions.  · Assisted in troubleshooting on EDI and API transmissions and vendor account integration.  .Providing accurate operational support and growth plan to improve vendor sales on Amazon website by analyzing the products demand and coordinating with Retail team.  · Assisted in placing Purchase Orders calculating the future Demand using "Forecast Report" & "Inventory Health Reports"  · Performed site level TT audits, Quality audits finding deviations from the set standards, uncovering areas of improvements and shared feedback with Associates to ensure best practices.  · Cross-trained in multiple queues which includes EDI-Electronic Data Interchange, API-Application Programing Interface, Chargeback, VCM-Vendor Contact Management  Core, Brand analytics, Vine and vendor payments .  · .Also providing resolutions on EDI-Electronic Data Interchange TT escalations from primary support team. |
| May, 2011 – Nov, 2016Preservation coordinator, Altisource Business solutions Survey No.51-64,Behind RMZ Ecospace Marathahalli - Sarjapur Outer Ring Road Bellandur Bengaluru, Karnataka  · Addressing Emails and Handling escalations with US mortgage.  · Ensuring assigned foreclosed properties are in marketable condition.  · Preparing preservation plan and issuing orders accordingly.  · Providing status reports and updates to the client and Conducting quality checks.  · Processing the payments to the Utility companies validating the pending Utility bills.  · Coordinate and resolve the issues pertaining to the code violation of the properties |

# Education

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| 2014Masters of business administation, Sikkim Manipal University Bangalore University |
| 2011Bachelor of Business Management, Seshadripuram Academy of Business studiesSatellite Town, BAngalore |

# Skills

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| * MS excel * Power Point Presentation * Outlook * Browsing, Chatting * Excellent communication |  |

# ACHIEVEMENTS

Altisource

* Trained two new hires batches as well as cross-skilled associates to pass on the knowledge.
* Featured 5 times as “Best coordinator” in the first two quarter of 2016

Amazon Vendor contact Management

* I have been nominated by the Site Leadership Team to review and approve all GEMBA submitted for Chargeback queue and EDI issues.
* Performed Quality audits finding deviations from the set standards, uncovering areas of improvements and shared feedback with Associates as well as Leadership Team.