##### Mohammed Shahnawaz.

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| **CAREER OBJECTIVE** |
| To deliver my duties in a challenging environment, where the thirst of knowledge is accomplished, thereby the best contribution is done to the growth of the company and myself. |

***Professional Experience***

**Amazon Development Center** (August’ 16 – Till Date).

Roles & Responsibilities (Sr.Vendor Contact Management Associate):

* Primary role involves in helping vendors grow their business on Amazon.com irrespective of their catagory ( Beauty [Cosmetics], Personal Health Care, Home, Furniture, Apparel, Lawn & Garden, Footwear, Electronics, Computer Appliances, and Sports) .
* Demonstrates excellent time-management skills and the ability to work independently while using departmental resources, policies and procedures.
* Helping them with the purchase order queries including the payments of the shipped orders
* Analyzing previous purchase history and providing information regarding the next purchase order generations.
* Co-ordinate with transportation team to resolve order scheduling issues considering the different time zones.
* To ensure availability of the product and to avoide opportunity losses are completely eliminated by better and improved planning processes.
* Encouraging vendors on the adoption of Amazon Retail Analytics Premium Reporting.
* Helping them in inventory management and queries related to purchase orders.
* Providing them all the required catalog changes by adhering to process and policies.
* Maintain high volume of quality work, while insuring highest confidentiality.
* Handling a team of 15-20 and provide the feedback to the associates if there is any area of improvement or defects.

**Cognizant Technology Solutions** (April’15 – August’16)

Roles &Responsibilities (Research Analyst):

* My role was to filter the raw to a useful date by following the process policies and using the tools and all possible resources internal as well as external resources like bloom berg, Wikipedia, yelp and other resources.
* Linkup the accounts as per the hierarchy they belongs to on Google AdWords.
* Also did quality check of the data given to me.
* Share the quality checked data with the respective team leads.

**Genpact** (Oct 2012 - November 2014)

Roles & Responsibilities (Process Associate – Collections) :

* Working for esteemed clients like Care Credit, HH Gregg, PC Richard & Son, Value City Furniture.
* Prioritizing the accounts based on the Reserve and Delinquency, also being part of regular collection activities.
* Follow up with the customers for the payments when they promise to pay on a particular day/week.
* Responsible for monitoring and maintaining assigned accounts- Customer calls, account adjustments, customer reconciliations and processing credit memos.
* Bring the Delinquent account to active status by updating the payment via internal tools.
* Educate the customers how to avoid the “late fees” on their accounts in future.

**Skill/Certifications:**

* Six sigma Lean Management
* Six Sigma White Belt
* Six Sigma Yellow Belt
* Micro soft Excel

**Achievements and Appreciations:**

* Was awarded as the “Best Planner” for following basic things and maintaining a record of every assigned task in peak season.
* Contributed Standard operating procedures (SOPs) for the process improvement by using GEMBA philosophy.
* Won awards like “vendor champion” and “vendor advocate.”
* Trained to handle multiple skills and handled every skill as per business requirements.
* Mentored multiple teams on the requisite skill sets as and when required.
* Received multiple client appreciations for the services given to them via email /chat /phone.
* Received appreciation emails from supervisors for sending the daily reports.

**ACADEMIC QUALIFICATIONS**

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| Course | Institution | Year of Passing |
| MBA (Finance & Marketing) | Azad Institute of Management | 2014 |
| B.Com (Computers) | Rishi Degree College | 2012 |
| Intermediate (Commerce) | Nalanda Jr College | 2009 |

**Personal Details:**

Father’s Name: Mohammed Zameer Hussain

Date of Birth: 01 June 1990

Hobbies: Travelling, Watching & Playing Cricket, Table Tennis,

Caroms, Chess Board and UNO cards.

Languages Known: English, Hindi and Telugu.