**SHATADRU CHATTERJEE**

**Mobile: 9836711546**

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**OBJECTIVE**

To work and grow in a healthy, innovative and challenging environment extracting the best out of me, which is conducive to learn and grow at professional as well as personal level thereby directing my future endeavors as an asset to the organization.

**WORK EXPERIENCE**

* **Sr. Catalog Quality Associate, Amazon Development Corporation India**
* **Tenure- July 2020 onwards**
* Product quality audit to create structured data from unstructured product information across 18 different marketplaces
* Further upskilled to take up new tasks of different queues for data structure and quality audits
* Role of verifier, hence dealing with quality checks of peers and sharing team level quality data by supervising the team’s decision making
* Assisting the Team Manager with various team level data, performance metrics, new process initiatives and tool improvement by coordinating with the team members and thus presenting the reports when needed
* **Transactional Risk Analyst, Amazon Development Corporation India**
	+ **Tenure- May 2017 to July 2020**
* Responsible for the risk analysis of accounts which are prone to suspicious activities and tend to abuse the refund policies of Amazon.
* Monitoring and analyzing closely the behavior of customers who are of high risk and are prone to abuse quantity limit policies, return policies and tend to create multiple accounts for abusive tendency.
* Writing back to the customers for any queries related to the closure or other enforcements on the account when appealed by the customer.
* Responsible for Risk Analysis of several marketplaces like India, UK, US, Canada, Australia and China.
* Custodian of Gemba initiatives for tool and process improvements for simplified investigation steps and implementation of the same with the central team by follow-ups and Deep Dives as when required.
* The sole personnel to handle appeals from Chinese marketplace from Bangalore site of Amazon.
* Workout on Quality Audits, Team Level Reporting, Team Huddles and Shadow mentoring the new joiners.
* **Six Sigma Coordinator, ITC Windsor**
* **Tenure- May 2016 to April 2017**
* Quality Controller of the hotel operations.
* Custodian of guest feedback.
* Responsible Six Sigma tool related inspections and quality audits.
* Custodian of quality analysis report.
* Responsible for Monthly, Quarterly and Yearly presentations for operational reports based on quality analysis and guest feedback.
* Responsible for Quality Improvement of the Hotel based on various initiatives taken by different departments of the hotel.
* **Billing Advisor, Wipro BPS**
* **Tenure- July 2015 to February 2016**
* Solving customer queries related to the billing issues of British Telecom.
* Providing refunds on eligibility and dealing with customer complaints regarding the services, unwanted charges and billing issues.

**WORK RELATED SKILLS**

* Proficient in Excel and PPT
* Proficient in Six Sigma Tools
* Knowledge in SQL
* Analytical and Observational Skills
* Mentoring Skills
* Training Skills
* Good Interactive Skills
* Documentation
* Ability to Work in a Team
* Timely Delivery
* Flexible to work in shifts

**REWARDS AND RECOGNITION**

* While working for Amazon, achieved the Quality Star award for maintaining the quality level to the apex while working in Operational Risk Analytics. Credited with awards for creative knowledge towards field of work. Over and above investigations which helped in finding special types of abuses and thus prohibited the same by deep dive investigations.
* Won the ITC Annual Quiz
* As a professional quizzer from school participated in several open quizzes, corporate quizzes and hosted several other quiz shows which has enhanced knowledge.

**ACADEMICS**

* B.Sc. (Economics) July 2012 University of Calcutta
* A.I.S.S.C.E (CBSE-XII) May-2008 Hariyana Vidya Mandir
* A.I.S.S.E (CBSE-X) May-2006 Hariyana Vidya Mandir

**PERSONAL DETAILS**

* Father’s Name Mr. Debajyoti Chatterjee
* Mother’s Name Mrs. Tandra Chatterjee
* DOB 19th July 1991
* Gender Male
* Marital Status Married
* Languages Known English, Hindi, Bengali

**Declaration:**

I consider myself familiar with the role that I have to play for which I am ready to make direct and positive impact on getting hired. I am sincere in all my endeavors and have a good co-ordination skill to work in a team. I hereby declare that information furnished above is true to the best of my knowledge.

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