**SUBHASH**

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DOB – 05 Jan 1992

**PROFESSIONAL SUMMARY**

* About 4+ years of experience in analysis, design and implementation of Data Analytics and Data Mining.
* Excellent in establishing credibility in requirement analysis, and customized solutions.
* Rich experience in E-Commerce Domain.
* Built various analytics and data mining solutions using Tableau
* Built various types of reports on daily/weekly/monthly level for business impact using tableau.
* Business knowledge across dash boarding & visualization, customer segmentation
* Experience in working with multiple geographically distributed teams.
* Tested Applications compatibility and performance
* Involved in defect reporting, defect tracking and defect reproducing
* Excellent communication and strong interpersonal skills with an ability to interact with end users, managers and technical personnel.
* Proactive and self-starter with a great ability of leadership.

**SKILLSET & AREAS OF EXPERTISE:**

* Domain : E-Commerce
* Data Handling : Redshift, Oracle
* Reporting Tool : Tableau, Excel
* Statistical Tool : R (Starter)
* Scripting Language : Python (Starter)

**EMPLOYMENT**

**Amazon Development Center Pvt Ltd April 2017 to Present**

**Project: GWF**

**Description:** It is an initiative to reduce the Average handling time and chargebacks from manual annotations to the automated questions with check box and radio buttons. Wherein onboarding each region is being executed as separate waves. Tableau is being used as a visualization tool.

**Roles and Responsibilities:**

* Participated in business and system requirements sessions
* Requirements elicitation and translation to technical specifications
* Interacted with stakeholders to elicit architectural and non-functional requirements like performance, scalability, reliability, availability, maintainability.
* Provided inputs on solution architecture based on evaluation/understanding of solution alternatives, and products.
* Design applications based on identified architecture and support implementation of design by resolving complex technical issues faced during development, deployment and support.
* Tested Application performance and compatibility on different browser versions (IE, Firefox).
* Prepared Test Reports and submitted the bug findings to the development team.
* Involved in defect reporting, defect tracking and defect reproducing
* Involve in tracking and reviewing the deliverables at module and project level ensuring that all the tasks are being delivered at the right time with promised quality.
* Responsible for implementation of the project at every stage and support to the production team.
* Designed Tableau Dashboards on top of Average handling time and chargebacks meeting the business requirement

**Project: Triton**

**Description:** The project is to upgrade the existing tools into a single platform:

**Roles and Responsibilities**

* Participated in business and system requirements sessions
* Requirements elicitation and translation to technical specifications
* Design applications based on identified architecture and support implementation of design by resolving complex technical issues faced during development, deployment and support.
* Tested Application performance and compatibility on different browser versions (IE, Firefox).
* Prepared Test Reports and submitted the bug findings to the development team.
* Involved in defect reporting, defect tracking and defect reproducing
* Involve in tracking and reviewing the deliverables at module and project level ensuring that all the tasks are being delivered at the right time with promised quality.

**Project: Employee Metrics**

**Description:** The project is to generate the reports on Daily, Weekly and Monthly basis related to the day to day performance of employees in Tableau and Excel.

**Roles and Responsibilities**

* Worked with Tableau based data visualization for building weekly Gap Analysis report.
* Published daily, weekly and monthly metrics reports based on the real time data and target data to understand possible gaps in coverage.
* Worked closely with data associates and team managers to proactively identify issues and take appropriate actions to minimize the impact.
* Participation in report review discussion for managing the development of global standards on Average handling time.
* Worked closely with RTA to forecast the incoming volume.
* Developed dashboards using YTD, MTD, QTD analysis and CY, PY analysis
* Worked to identify and help minimize the risk posed by fraud patterns and trends.
* Problem-solving and analytical skills are used to authenticate customers and complex transactions.
* Researches and evaluates facts surrounding buyer transactions.
* Working on exploratory analyses to collect actionable insights on different business problems within scope.
* Working with business stakeholders across different regions to enable smart, data-driven business decision

**Zumpu Software Solutions Pvt Ltd Oct 2015 to March 2017**

**Roles and Responsibilities**

* Participated in business and system requirements sessions.
* Has worked on development of Low-Level Design and various other design documents.
* Worked on development of various design documents.
* Involved in creation of various mockups template reports that would be available to users using the tools like Tableau
* Generate daily reports and update the same.

**EDUCATION**

May 2014 Bachelor of Technology: Computer Science & Engineering

Jawaharlal Nehru Technological University Kakinada

**LANGUAGES**

English, Telugu, Hindi