

EDUCATION

Bachelor of Science, Management Information Systems(MIS) **01/2022 – Expected 12/2024**
San Jose State University
Relevant Coursework – Networking & Data Communication, Statistics, Accounting.

PROFESSIONAL EXPERIENCE

Amazon **02/2017- 04/2021**
Assistant Manager/ Process Assistant **Newark, CA**

- Supervised and led a team comprising 35-40 associates, ensuring smooth daily operations within the department.
- Acted as a point of contact for escalations and resolution of complex issues, demonstrating strong problem-solving skills and decision-making abilities.
- Monitored and evaluated team performance metrics, identifying areas for improvement, and implementing corrective actions as necessary.
- Implemented strategies to optimize workflow efficiency and meet performance targets, collaborating closely with other managers.
- Conducted regular team meetings to communicate updates, discuss challenges, and foster a collaborative work environment.
- Facilitated training sessions for new hires, acquainting them with company policies, procedures, and job responsibilities.
- Provided guidance and support to team members, addressing their queries and concerns to maintain high productivity levels.
- Collaborated with cross-functional teams to streamline processes, enhance productivity, and drive continuous improvement initiatives.

Systems Analysis Life Cycle Project (SDLC), SJSU **01/2023- 05/2023**

- Conducted an analysis and design of an Online Educational Platform, i.e. web store project.
- Developed deliverables, analyzed client requirements, and monitored progress of the platform.
- Employed systems analysis tools, developed data flow, workflow mapping, Lucid Chart, studied UI/UX aspect of web design.

SKILLS & INTERESTS

Technical Skills: Microsoft Office Suite, Excel, System Development Lifecycle (SDLC), Python.

Interests: Travelling, cooking, cricket, gardening.