

PRATYUSH MOHIT

AWS Certified Solutions Architect - Associate

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PROFESSIONAL SUMMARY

A cloud computing enthusiast specializing in solutions architecture who is passionate about the technology. Ability to understand the long term/short term mission goals of an organization and build well-architected frameworks and applications which are resilient, high performing, scalable, cost effective and secure.

A former Siri Analyst looking to transfer my skills to the cloud computing business. Over 4 years of experience in the tech industry working with giants like Amazon and Apple with proven skill to analyze and resolve problems and driving operational goals and improvements.

WORK EXPERIENCE

2019-2020

AI/ML – Annotations Analyst | Apple

- Worked as an Annotations Analyst for the Siri team which includes analyzing user audio recordings and judging if Siri had understood the query correctly.
- Responsible to analyze the accuracy of Siri's response to user queries.
- Worked on multiple projects to assess data relevance on Siri web results.
- Operated in a fast paced, dynamic and high volume environment to provide my skilled output for more than 1000 tasks per day.
- Delivered high quality results and was one of the best performers in the entire team.
- Acted as a provisional SME from time to time.

2016-2019

Selling Partner Support Associate | Amazon

- Operated in dynamic, high-volume environments to provide skilled assistance to more than 50 merchants each day.
- Provided resolutions to merchants with delight via phone and email.
- Improved seller satisfaction ratings by addressing issues and fostering timely resolution.
- Evaluated seller information to explore issues, develop potential solutions and maintain high-quality service.
- Supported team operations in the absence of a team lead.
- Tracked and analyzed reports to determine where improvements in business could be made.

CERTIFICATIONS

- AWS Certified Solutions Architect – Associate

