Shailesh Patra

Business Analyst(Scrum Master)

I forward my structured resume for considering my candidature for the aforementioned position in the organization, under your perusal.

✉ jshailesh001@gmail.com ☐ 8118012099 ⚲ Rayagada, Odisha, India

WORK EXPERIENCE

Business Analyst(Scrum Master)
Creesync Software Technologies

10/2020 - Present

Responsibilities

- Educate the Organization and the Whole Scrum team about Scrum rules and values.
- Facilitate the Scrum events.
- Managing Multiple Projects at the same time.
- Understand Client's requirements and then helping the Development Team understand their individual tasks.
- Understand Development Team's requirements and make sure to provide them with the required resources to complete the task/tasks.
- Make everything transparent for everyone who is a part of the project including the client.
- Create as much value as possible at the end of each Sprint.
- Carry out successful delivery of Projects.
- Communicate frequently with the Senior Management from Client side like CTO, VP Growth etc to help them understand the progress of the project.
- Manage the Development team and ensure healthy development of work is being done and along with that address the concern of the individuals reporting to me.

Partner Trust Reviewer
Amazon

05/2020 - 10/2020   *Hyderabad, India*

Responsibilities

- Build out operational processes from policy requirements.
- Set performance targets, and defect reduction goals.
- Hire, manage and develop your team to meet their career goals, and build out succession plans.
- Partner with other internal Advertising teams to influence program and system design.
- Influence the creation of key KPI's for your team.
- Investigate Partner's website, event blogs and social media handles to check if they're abiding by Amazon's guidelines.
- Give Amazon Advertising API access to professional Sellers, Vendors and Advertising Agencies by investigating their claims, Company reputation etc.

KONWLEDGE BASE

Project Delivery   People Management

Client Handling   Cloud Computing

AWS Services   MS Office   Marketing

SOP Builder   Social Media Strategy Creation

Campaign Strategies   English Proficiency

Basic SQL

SHORT PROJECTS

CAPA Testing

- CAPA - An internal website testing which is now used to view the Account and book details of the Authors. I was one of the major team members for testing this tool.

CERTIFICATES

AWS Certified Cloud Practitioner certificate (09/2020 - 09/2023)

Professional Scrum Master - 1

Professional Scrum Master - 2

ACHIEVEMENTS

o Promoted to KDP Senior Support Analyst in January, 2020.

o Member of Aces Book Club.

o Being the core member of the Marketing Guidelines team.

o Reporting directly to the Founder of the Company(Creesync Softwware Technologies)

AWARDS

Awarded a certificate (CPH – Resolving the highest number of cases) for the month of June.
Amazon

Awarded a certificate (PRR – Highest number of positive responses) for the month of November.
Amazon

WORK EXPERIENCE

KDP Senior Support Analyst
Amazon

12/2019 - 04/2020   *Hyderbad, India*

Responsibilities

- Payments Analysis – Determining the root cause for issues with royalties that is to be sent to the Authors and resolving it by collaborating with the AP team.
- Helping Authors with the titles / books that are blocked by the content review team and are removed from the Amazon website – Researching on why the book's blocked and assisting Authors with fixing it.
- Closing accounts after inspection of all the minute details.
- Provides assistance in filling up copyrights infringement cases.
- Provides complete guidance and assistance in formatting digital and print books for a successful publishing and printing process.
- Avoiding negative escalation at every step possible.

KDP Support Analyst
Amazon

10/2018 - 11/2019   *Hyderabad, India*

Responsibilities

- Processing and responding to emails and/or phone calls received from publishers in English.
- Conducting daily team huddles and discussing updates in the process and SOP.
- Solving unique issues or queries of the Publishers/Authors.

EDUCATION

Electronics and Communication Engineering
Institute of Technical Education and Research

04/2015 - 04/2019

Bhubaneswar, India

LANGUAGES

English
Professional Working Proficiency

Hindi
Native or Bilingual Proficiency

Odia
Native or Bilingual Proficiency

Telugu
Limited Working Proficiency

INTERESTS

Gadget reviews   Pets   Gaming

Superhero Movies