

Adnan Jaweed

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CAREER SUMMARY

Competent business operations executive with about 3 years of experience in E-Commerce industry with excellent track record in delivering quality results looking to leverage experience analytical, reasoning and research skills for my own and organization's growth and development

EDUCATION

- **MBA (Finance & Marketing) 2017- 2019**
MEASI Institute of Management
University of Madras (**First Class**)
- **B. Com (Commerce) 2014-2017**
The New College
University of Madras (**First Class**)

EXPERIENCE (2 years & 11 Months)

Amazon.com (Nov 2020 – May 2022)

Operations Specialist

- Understand and develop policies, SOPs that would help ease out operations & customer experience.
- Ensure the team complies by the operating model set for customers.
- Work with program managers, cross functional and virtual teams driving continuous vertical improvements and provide research.
- Analyze data to understand and eliminate hurdles in operations.
- Provide prompt and efficient service to customers including the appropriate escalation of issues.
- Drive projects & programs to ensure enhanced productivity for the team.
- Ensure customer accounts are compliant to the company policies by reviewing accounts proactively.
- Evaluate and eliminate online e-commerce risks associated working with different stakeholders.
- Provide training to new hires on the operations process.

VakilSearch.com (Jun 2019 – Oct 2020)

Vendor Operations Executive

- Head vendor operations and one-point of contact to vendors & suppliers globally.
- Driving supplier selection by attaining RFQ and ensure quality control standards are met by the vendors
- Deep dive on the processes to eliminate any non value adding steps.
- Manage vendor accounts, processing and scheduling on-time, ad-hoc and urgent payments.
- Ensure suppliers adhere to the TAT timelines ensuring SLA's are intact
- Handle supplier queries through calls, emails, and continue service by fulfilling their & business needs.
- Procurement of contract & non-contract goods, preparation and maintenance of service level agreements
- Identify the potential and for making financial savings.

PROJECTS

- Time & Motion Analysis to identify and limit non-value added steps in operations.
- Part of the Buddy Project which help reduce the defects, improve decision quality and bridge process gaps.
- Ring Fence experiments to identify opportunities in reducing handle time.
- Head Business collaborations – Driven the United States & International Company Incorporation services at VakilSearch.com

ACHIEVEMENTS & AWARDS

- The High Flyer, Aviator and Peak Awards winner at Amazon
- Part of the prestigious Zero Club at Amazon
- Awarded best performer of Quarter-I , 2020 at VakilSearch
- Secured State 8th Rank in the Finance Olympiad conducted by the Bombay Stock Exchange
- Won 18 College overall championships as a team in span of 2 years.

PERSONAL SKILLS

- Good verbal and communications skills
- Multi-lingual – English, Urdu, Tamil, Hindi
- Attention to detail
- Quick learner with multi-tasking abilities
- Committed and responsible

TECHNICAL SKILLS

- Certified in Advanced MS – Excel
- MS Office Suite & Power BI
- Visual Basic for Applications
- SQL Server
- G Suite
- SPSS v23
- Tableau
- Postgre SQL