

PRAGADEESH ROOPCHANDER

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PROFESSIONAL PROFILE:

Product Manager with 7+ years in e-commerce and tech, specializing in development, optimization, and data-driven decisions. Skilled in Agile, stakeholder management, and cross-functional collaboration; proficient with JIRA and Confluence. Led cost-reducing, efficiency-improving projects; recently studied financial services regulations and risk management.

EDUCATION:

CLEVELAND STATE UNIVERSITY, CLEVELAND, USA
MASTER OF SCIENCE IN INFORMATION SCIENCE, DEC 2023

ANNA UNIVERSITY, TAMIL NADU, CHENNAI, INDIA
BACHELOR OF ENGINEERING IN COMPUTER SCIENCE, APR 2014

TECHNICAL SKILLS:

Technologies: Python, Selenium, HTML, CSS, JavaScript

Python Packages: Scikit-Learn, Pandas, NumPy, Matplotlib

Databases: Oracle, MySQL, Document DB, HBase

Spreadsheets: Excel (Pivot Tables, VLookUps)

Dashboards: Tableau, Amazon Quick sight, Power BI

Design Tools: Lucid chart, Microsoft Visio

Cloud: AWS, EC2, S3, IAM

Project Management: Scrum, Agile, Waterfall, PMBOK, Lean

WORK EXPERIENCE:

CLEVELAND STATE UNIVERSITY, JAN 2023 TO DEC 2023

OPERATIONS SUPERVISOR

- Deliver high-quality team leadership to support the successful execution of day-to-day operations.
- Promote operational excellence by training, mentoring, and supporting new and existing staff members.
- Provide exceptional customer service while responding to Student Center-related questionnaire inquiries.
- Mitigate risks by upholding and ensuring compliance with various organizational policies.

AMAZON.COM, JUL 2021 TO SEP 2022

PRODUCT MANAGER/BUSINESS ANALYST

Led product strategy and client services initiatives. Conducted market analysis, analyzed data, and created forecasts to inform senior management decisions.

- Developed roadmap and milestones for Preemptive Catalog Rightness program. Implemented journey mapping to resolve catalog issues for 15,973 products, reducing potential concessions by \$24.9M and Ops loss by \$30.98M. Enhanced actionability by 620 basis points.
- Led strategic response to inventory exclusion tool deprecation. Restructured processes and wrote epics and user stories, reducing turnaround time by 48 days and saving \$3.7M.
- Targeted ~400 tickets/week to mitigate catalog mismatches. Resolved ~15K tickets, increased actionability by 2%, reduced headcount by 3.18 FTE, and decreased turnaround time by 0.3 days.
- Created end-to-end roadmap for procurement tool restrictions. Implemented rule-based quarantine automation using Agile and JIRA, saving 1.2 headcount and preventing \$288.3K stranded inventory.
- Directed Paragon tool migration to ALM for global Andon Cord process. Utilized Confluence for documentation, reducing turnaround time by 69% and increasing productivity by 4%.
- Automated SLA violation reporting for fulfillment centers using ETL and Python. Incorporated user research and feedback, doubling productivity and improving quality score by 75%.
- Developed QuickSight dashboards focusing on 8 KPIs and operational losses. Facilitated data-driven decision-making aligned with regulatory and risk management practices.
- Optimized operational efficiency through bulk ticket resolution. Automated data extraction and ETL processes, resolving 25K Andon tickets, reducing 6.7 FTEs, and improving turnaround time by ~0.5 days.
- Led successful First Touch (FTC) pilot in EU3 and NA regions. Improved operational visibility across regions, achieving 69% FTC in UK, 25% in US/FR, and reducing TP90 by 2 days.
- Streamlined ASIN suppression workflow, introducing defect investigation tags. Achieved ~\$100K in concessions savings and improved TP90.
- Executed 150+ ETL queries, developed Power BI and Amazon QuickSight dashboards, and implemented SQL-based reports, elevating operational insights and driving data-driven decision-making across all business functions.

AMAZON.COM, OCT 2017 TO JUL 2021

SENIOR ASSOCIATE

- Resolved critical escalation from Prime Now 3P. Conducted root cause analysis and implemented routing corrections. Recovered \$0.1M inventory, rerouted 3.3% volumes, and revitalized \$0.6M free cash flow. Reduced SLA non-compliance risks through biweekly checks, demonstrating understanding of e-commerce regulatory requirements.
- Collaborated with GSF leaders to resolve Prime Now SLA issue. Reduced turnaround time from 14.3 to 2.6 days by implementing SOP revamp and expanding checkpoints. Developed Python script for SLA monitoring, incorporating user feedback for continuous improvement.
- Designed and deployed automation workflow with ETL integration to resolve duplication issues in US and CA. Automated ticket resolution within 60 days, reducing manual effort and achieving 0.45 FTE reduction.
- Executed 80+ ETL queries using SQL, Tableau, and QuickSight. Implemented reports to enhance operational insights and data-driven decision-making across business functions.
- Resolved diverse supply chain issues including inventory discrepancies, purchase order inaccuracies, catalog errors, and vendor misshipments. Ensured smooth operations through effective stakeholder coordination.
- Led weekly and monthly performance reviews. Analyzed metrics against organizational goals, identified trends, and formulated action plans. Enabled timely course corrections aligned with strategic objectives.

AMAZON.COM, JUN 2015 TO OCT 2017

CATALOG ASSOCIATE

- Optimized Andon Cords resolution process for Automotive Product Level. Reduced turnaround time by 0.96 days and achieved \$0.34M annualized savings through process optimization and elimination of non-value-added steps.
- Created specialized HTML tool to streamline daily tasks. Decreased headcount by approximately 1.20, improving workflow efficiency.

ACENET TECHNOLOGIES PVT LTD, JUN 2014 TO MAY 2015

TECHNICAL ANALYST, NETWORK AND CUSTOMER SUPPORT ENGINEER

- Led LAN network restructuring and optimization, improving administration, support, and equipment reliability.
- Resolved complex network issues related to IP conflicts, domain connectivity, and trust. Configured DNS, DHCP, and WINS on Windows 2003 Enterprise.
- Conducted various testing methodologies including regression, functional, sanity, performance, and data validation. Designed test plans and managed offshore issues.

PROJECTS:

- **Azure AD Identity Score Improvement:** Enhanced security posture, analyzed factors, provided recommendations. Developed best practices guide for maintaining high identity score and ensuring compliance.
- **Financial Services Knowledge Enhancement:** Completed a self-study program on financial services industry regulations and risk management practices, gaining insights applicable to product management in the banking sector.
- **IT Business Database Management:** Created data model for training company, developed Python UI for SQL database, implemented key features.
- **Customer Feedback Integration Project:** Developed a system to collect and analyze customer feedback, creating user stories and epics based on insights. Utilized JIRA for project management and Confluence for documentation, resulting in a 15% increase in customer satisfaction scores.
- **NIST Cybersecurity Framework:** Analyzed implementation, examined core functions, evaluated risk management role, studied best practices and case studies.
- **Unwanted Student Bazaar App:** Served as Scrum Master, designed database schemas, oversaw feature development, used Node.js and HTML/CSS, implemented CI/CD practices using GitHub, enhancing team collaboration and code quality, conducted testing.

CERTIFICATIONS:

- Certified Associate in **Project Management (CAPM)**
- Python for Data Science and Selenium-based Automation.
- American Red Cross – CPR/AED/First Aid Professional Rescuer
- Statistics for Data Science and Machine Learning (Supervised and Unsupervised)
- Tableau Dashboard construction and visualization
- Cisco Certified Network Associate Routing and Switching (CCNA) Certified
- **Amazon Internal:** Scrum, Agile, SQL (ETL), JIRA, Confluence, LEAN, Power BI, Tableau, Python