



# EDWIN NOAH

## CONTACT

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## EDUCATION

Expected in December 2024

MBA: Operations And Business Analytics

**Loyola Institute of Business Administration**, Chennai, India

April 2013

Bachelor of Engineering: Computer Science Engineering

**Sathyabama University**, Chennai, India

## CERTIFICATIONS

- Fundamentals of digital marketing - Google Digital Grage, India
- Understanding Vendor Management in Supply Chain Management - TCS iON, India
- Supply Chain Planning and Scheduling - TCS iON, India
- Strategic Sourcing and Category Management in Supply Chain Management - TCS iON, India
- Advanced Diploma in Computer Hardware and Networking - CSC, India

## PROFESSIONAL SUMMARY

With a deep background in E-Commerce, expertise lies in SKU optimization and crafting impactful Amazon marketing strategies. At AmazonexpertZ, led product listing enhancements, driving significant improvements in operational efficiency and product visibility. As Operations Manager at Adobha Agro Pvt Ltd, applied these skills to achieve operational excellence, with a focus on team development and strategic vendor interactions. Proficiencies include project management, process optimization, and leading high-performing teams. Known for strong analytical abilities, consistently identify improvement opportunities and execute strategic solutions. Exceptional communication skills, adaptability, and meticulous attention to detail enhance the ability to contribute as an Operations Manager, aligning product development with industry standards to secure a competitive edge.

## SKILLS

- Time Management
- Team Management
- Operations Process Improvement
- Leadership
- Cross-Functional Team Building
- Analytical Skills
- Decision-Making
- Problem-Solving
- MS Office
- Operations Management
- Customer Service

## WORK HISTORY

August 2023 - February 2024

**Operations Manager, Adobha Agro Private Limited**, Chennai, India

- Coordinated projects as the primary point of contact, ensuring seamless execution and alignment with strategic objectives
- Developed and implemented project execution plans for managed services, enhancing operational efficiency and project delivery
- Provided comprehensive operations support, facilitating collaboration between project managers, engineers, and vendors to meet project milestones
- Conducted in-depth technical root cause and cost-benefit analyses, informing strategic decision-making processes
- Defined and maintained system design, ensuring intuitive interaction between components and standardization across infrastructures

## LANGUAGES

### English

 Bilingual or Proficient (C2)

### Tamil

 Bilingual or Proficient (C2)

- Engaged in product and business discussions, fostering a unified vision and continuous improvement in service delivery
- Managed change coordination and operational issues, serving as the initial contact for day-to-day challenges
- Oversaw handover management and resource planning, optimizing vendor coordination and asset capacity
- Ensured timely submission of reports and conducted performance monitoring to maintain high service standards
- Evaluated cloud solutions and reviewed systems for security compliance, contributing to the development of secure, efficient solutions
- Assisted in planning and consulting with vendors and clients, facilitating hardware/software acquisitions and supporting operational activities.

November 2022 - July 2023

### **LEAD - Subject Matter Expert, *AmazonexpertZ***

- Got hands-on optimizing our inventory by diving deep into the nitty-gritty of SKUs to make sure everything's running smooth and products get the spotlight they deserve
- Led the charge on crafting marketing strategies that really speak to what Amazon shoppers are looking for, using all the cool tools Amazon has to offer to make our products impossible to miss
- Rolled up my sleeves to make our product listings shine, doing the detective work to find just the right keywords and making sure our products are front and center
- Took the lead on teaching the ropes to both newbies and seasoned team members about all things Amazon, making sure everyone's up to speed and kicking goals together
- Drove our sales through the roof by spotting opportunities left and right, turning data into action, and getting everyone on board to push towards the same goals.

March 2022 - August 2022

### **PMO Lead, *Virtusa Consulting Services Private Limited***

- Coordinated with HR and recruitment teams to ensure the seamless onboarding of new resources, facilitating the orientation process and integration into project teams, while ensuring compliance with all necessary documentation and requirements
- Managed the creation and processing of service orders, ensuring accurate and timely system entries, and collaborated with finance and project management teams for effective service order management
- Oversaw leave management, ensuring accurate tracking and updating of leave balances, and coordinated with team leads for optimal resource availability and project staffing
- Ensured the timely submission and approval of monthly timesheets by all project resources, reviewing for accuracy and compliance, and addressing discrepancies as needed
- Compiled and prepared comprehensive test summary reports, detailing testing activities, results, and identified issues, ensuring reports were accurate and submitted promptly
- Prepared weekly status reports to summarize project progress,

milestones achieved, and any risks or issues, communicating updates to stakeholders, including project teams and senior management

- Documented and prepared minutes of meetings, capturing key discussions, decisions, and action items, ensuring distribution to relevant stakeholders and tracking of follow-up actions.

February 2018 - March 2022

**Senior Associate and Certified Mentor, Amazon Development Centre Private Limited**

- Spearheaded customer, product, and contract creation initiatives, ensuring meticulous follow-up and adherence to strategic objectives
- Led the documentation of Master Service Agreements (MSA), Statements of Work (SOW), and Purchase Orders (PO), overseeing comprehensive document tracking systems
- Orchestrated monthly timesheet compliance for the team, enhancing operational efficiency through diligent monitoring and reporting
- Developed and disseminated dashboards using PowerPoint, providing insightful analysis on Pending Purchase Orders (POs) and stakeholder engagement metrics
- Facilitated rigorous follow-ups on Statements of Work (SOW)/Purchase Orders (PO) and documentation for reserve closure and product extension, contributing to seamless project transitions
- Compiled and presented status, budget, and other monthly reports to management, demonstrating a commitment to transparency and strategic planning
- Managed leave administration, ensuring optimal staffing levels and adherence to project timelines
- Addressed operational escalations by providing root cause analysis and recommendations with minimal oversight, showcasing problem-solving prowess
- Negotiated product contract extensions/closures, effectively balancing stakeholder interests and project requirements
- Conducted review meetings with stakeholders, fostering collaborative relationships and aligning project objectives
- Administered invoice management, including generation and clarifications, and ensured timely submission to customers via Vendor Central and email communications
- Diligently pursued invoice payments as per contractually agreed terms, optimizing Days Sales Outstanding (DSO) and collections
- Coordinated milestone follow-ups for invoice generation, ensuring financial accuracy and compliance.

December 2014 - February 2018

**Senior Support Lead, Groupon Shared Service**

- Resolved customer complaints through email, chat, and social media, meticulously documenting follow-up actions in CRM systems
- Managed escalation tickets for Goods and Local deals, ensuring swift and effective resolution
- Maintained up-to-date knowledge of internal ticketing systems, customer portals, back-office databases, Groupon redemption procedures, and various merchant features

- Spearheaded the implementation of process improvements, monitoring outcomes and reporting to senior management on deliverables
- Contributed to multiple Groupon service channels, including Goods and Local deals, enhancing service diversity and customer reach
- Provided training support to new hires, successfully leading approximately 15 training batches
- Collaborated with the training team to develop PowerPoint slides and Google doc questionnaires for educational purposes
- Supported the voice team across various Groupon sites in processing bulk refunds, ensuring customer satisfaction
- Assisted customers in pre-purchase decisions via live chat, offering detailed explanations and alternative deals to meet their requirements and facilitate purchases
- Positively engaged with customers who had negative experiences, recommending similar deals to improve their perception of Groupon.

June 2013 - December 2014

**Technical Support Executive, *Sutherland Global Service Private Limited***

- Addressed customer inquiries through chat support, assisting with internet connectivity, router troubleshooting, VoIP, and IPTV issues
- Assisted customers in configuring network adapter settings, ensuring optimal system performance
- Conducted remote sessions to resolve system malfunctions, overseeing troubleshooting, installation, and network configuration
- Performed regular network speed and bandwidth tests to diagnose and resolve connectivity issues
- Troubleshoot IPTV errors and VoIP issues, applying technical expertise to ensure uninterrupted service
- Managed CRM workflows for each customer interaction, ensuring thorough follow-up and resolution documentation.