EARL IAN BOTHELLO
SENIOR CATALOG ASSOCIATE

Profile:

To excel at the utmost capacity in the job assigned by your esteemed organization and to secure a position which will enable me to use my creative, organizational and analytical skills.

Education:

Mangalore Institute of Technology & Engineering, India.

Bachelor in Computer Science and Engineering - 2017

Work:

Amazon. UAE.
Senior Catalog Associate.
September 2021 to Present.

ITS Testing Services UK LTD, Intertek. UAE.
Technical Analyst.
May 2018 to September 2021.

Concentrix, India.
Customer Service Executive.
June 2017 to February 2018.

Technical Skills:

Application:
- Excel
- Word
- PowerPoint
- Visio

Basic Knowledge:
- Data Analysis
- Power BI
- Access
- Tableau

SAP:
- Business Objects

IT Web Development Skills:
- HTML
- HTML5
- CSS & CSS3
- JavaScript

Database Design and Development:
- SQL & MYSQL
- SQL Server

Networking:
- Basic Knowledge in CCNA

Contact:

📱 **+971-544587515**

✉ **earl.ian92@gmail.com**

🏠 **Sharjah, UAE.**

Personal:

Birthday   11th February 1992

Nationality   Indian

UAE Licence   Automatic

Languages   English, Hindi, Kannada, Tulu & Konkani

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SENIOR CATALOG ASSOCIATE

Experience:

Amazon. UAE.

- *Identify, develop, manage and execute analyses to uncover areas of apportunity to help product and category functions create Impact and improve customer experience.*
- *Designing, development and maintance of ongoing metrics, reports, dashboards. Ensure accuracy by validating data.*
- *Indentify process improvement opportunites to build and provide scable solutions.*
- *Handle vendor complaints, provide appropriate solutions and alternatives within the time limits, follow up to ensure resolution & keep records of vendor interactions, process vendor accounts and file documents.*
- *Innovate and Simply current process and practise.*
- *Working with various business and tech stakeholders to understand and effectively resolve the defects encountered.*
- *Interacting/coordinating with vendors/manufacturers for necessary documentation as per requirements.*
- *Coordinating with Fulfillment centre stakeholders to remove defect inventory from the warehouse.*

ITS Testing Services UK LTD, Intertek. UAE.

- *Responsible for Reporting & Performing business analysis of Conformity Assessment Programme Activity Report.*
- *Preparation of Royalty Reports for all Conformity Assessment Programme.*
- *Evaluating the Monthly performance of the country offices.*
- *Manage all IT related task required for certification of Conformity Assessment Programme.*
- *To work with IT for the enhancement, testing and implementation of system for certification.*
- *Update and advise IT team to make any changes as per the requirment from the programme point of view.*
- *Responsible for the recommendation of IT-related solutions for the betterment of the documentation.*
- *Make the system user friendly for the user for certification.*
- *Maintenance and management of all Conformity Assessment Programme document.*
- *Developing, reviewing and maintenance of Complaince Verification Guidelines.*
- *Procurement of Standard as per the requirement for the programme..*
- *Review of test reports for verifying the correctness and compliance of the reports.*
- *Records for Regulatory Products and Non-regulated products for Conformity Assessment Programme.*
- *Review of all application documents (RFC, Declaration of Conformity, proforma invoice, quality documents, etc.).*
- *Review of the IR (Inspection Report) and photos.*

Concentrix, India.

- *Identify and assess customer needs to achieve satisfaction.*
- *Build sustainable relationships and trust with customer accounts through open and interactive communication.*
- *Provide accurate, valid and complete information by using the right methods/tools.*
- *Handle customer complaints, provide appropriate solutions and alternatives within the time limits, follow up to ensure resolution & keep records of customer interactions, process customer accounts and file documents.*
- *Follow communication procedures, guidelines and policies.*
- *Resolve product or service problems by clarifying the customer complaints, determining the cause of the problem, selecting and explaining the best solution to solve the problem.*
- *Prepare service reports by collecting and analyzing customer information*
- *Assist with placement of orders, refunds, or exchanges.*
- *Suggest solutions when a product malfunctions.*