

# NISHA KHULLAR

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## PROFILE SUMMARY

Result-oriented Catalog Associate with 3.4+ years of experience and expertise in e-commerce. Proficient in managing real-time escalations, ensuring catalog accuracy, and addressing urgent issues raised by stakeholders. Excellent communication skills and a collaborative team player. Passionate about innovation and seeking a career opportunity with growth potential.

## SKILLS

- Excel
- PowerPoint Presentation
- Creating Standard Operating Procedures (SOPs)
- Team Player
- Communication and Presentation Skills

## EDUCATIONAL BACKGROUND

- Bachelor of Arts (Honours) (German), 2022 — Amity University, Noida, India — 78%
- Pre-University — Ramagya School, Noida — 60%

## WORK EXPERIENCE

### Amazon — June 2022 to Present

#### L2 Catalog Associate – RBS Andon Team

- Relationship Management: Building and maintaining strong, collaborative relationships with key vendors. Serving as the primary point of contact for vendor-related issues and inquiries.
- Risk Management: Identifying and mitigating potential risks associated with vendor relationships and ensuring continuity.
- Compiling and updating product information for catalogs, ensuring accuracy and completeness of listings.
- Implementing product categorization, tagging, and regular catalog data audits.

#### LLM Team (1 year)

- Supported workflow operations to enhance efficiency and ensure seamless functioning.
- Streamlined tasks and optimized operational processes for consistency and productivity.
- Collaborated cross-functionally to maintain data accuracy and alignment.

#### CPB Team

- Designed and developed a comprehensive Standard Operating Procedure (SOP) from scratch.
- Implemented the SOP across the team, standardizing workflows and improving efficiency.
- Reduced operational errors by creating a structured framework for daily tasks.

#### CAM Audit Team

- Conducted detailed audits to ensure compliance with organizational and quality standards.
- Identified and implemented opportunities for process improvement and risk mitigation.
- Enhanced internal controls and overall operational effectiveness.

## **AWARDS & RECOGNITIONS**

- Received 'First Among Equals' award as L2 in Q3 2023.

## **HOBBIES**

Swimming, cooking, baking, reading, and sketching.

Thank you for considering my application. If given the opportunity to join your esteemed company, I am committed to contributing my skills, dedication, and hard work to support the organization's growth and success.