

MAHESH CHEEDELLA

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PROGRAM MANAGER | E-COMMERCE

Dedicated and results-oriented Program Manager with over 4 years of experience in leading high-impact initiatives within the E-commerce, Telecom, and IT product and service sectors. Proven track record of driving operational excellence, optimizing processes, and enhancing stakeholder satisfaction. Skilled in program management, project execution, and cross-functional team leadership. Adept at leveraging technical expertise in manual and automation testing to drive quality assurance and streamline workflows.

KEY FOCUS AREAS:

- **Program and Project Management:** Proficient in leading program and project initiatives from conception to delivery, ensuring alignment with organizational objectives and stakeholder requirements.
- **Manual and Automation Testing:** Skilled in conducting comprehensive testing activities, including manual testing, user acceptance testing (UAT), and automation testing using JavaScript and XML technologies.
- **Team Leadership and Mentoring:** Strong ability to lead and motivate cross-functional teams, fostering a collaborative work environment and providing mentorship and guidance to team members.
- **Stakeholder Management:** Experienced in building and maintaining strong relationships with internal and external stakeholders, facilitating effective communication, and driving alignment on project goals and deliverables.
- **Cost Saving Initiatives:** Proven track record of identifying and implementing cost-saving initiatives, resulting in significant operational efficiencies and financial benefits for the organization.
- **Strategic Thinking and Problem Solving:** Strategic thinker with a demonstrated ability to analyze complex issues, develop innovative solutions, and drive process improvements to achieve business objectives.

WORK EXPERIENCE

AMAZON | HYDERABAD, INDIA

Prod Compliance Specialist - Program Management | May - 2025 - Present

- Developed a comprehensive migration plan for the Seller Central experience, transitioning from the existing platform to an upgraded version. This included a working backward plan and cross-functional communication with product teams and QAEs for a team of 10+ headcount, ultimately reducing the project timeline by 4 months.
- Spearheaded end-to-end changes for 10 distinct change types within the Seller Central Listing experience.
- Achieved cost savings of \$XX million by implementing effective attribute modifications within Seller Central.

Catalog Specialist II - Program Management | Jan 2025 – May 2025

- Collaborated cross-functionally to optimize ticket resolution mechanisms, resulting in a notable 35.8% reduction in ticket volume.
- Pioneered training programs for T4 associates, equipping them with essential analytical skills and proficient query resolution techniques, enhancing overall team competency.
- Implemented automated routing rules within the ticketing system, directing misrouted tickets to designated teams swiftly and accurately, thus expediting issue resolution timelines.
- Collaborated extensively with partner teams on six program requests, focusing on enhancing seller experiences through strategic attribute modifications and language translations. Innovatively developed alert systems within seller interfaces, facilitating smooth transitions to updated experiences.

Catalog Specialist II - Team Lead | Aug 2024 – Jan 2025

- Led 10 QA associates to configure and test the Metadata changes which impact all the Seller Listing platforms for 3P sellers.
- Designed a scalable solution that tracks and handles all the individual tasks performed by each associate with invested effort details that helps in planning and forecasting of headcount growth and also in improving team efficiency by 95%. These improvements helped in record, calculate and publish individual and project metrics.

CORE COMPETENCIES

- ⇒ Program Management
- ⇒ Project Execution
- ⇒ Team Leadership
- ⇒ Stakeholder Management
- ⇒ Cost Saving Initiatives
- ⇒ Compliance Management
- ⇒ Strategic Planning
- ⇒ Process Optimization
- ⇒ Problem Solving
- ⇒ Cross-functional Collaboration
- ⇒ Operational Efficiency
- ⇒ Training and Development
- ⇒ Performance Analysis
- ⇒ Automation Implementation
- ⇒ Quality Assurance

EDUCATION

- ⇒ Bachelor of Technology - Electronics And Instrumentation Engineering | GITAM University, Hyderabad, India | 2016
- ⇒ Intermediate | MPC Sri Chaitanya Junior Kalasala, Hyderabad, India | 2012

IT SKILLS

Python ~ Java Script ~ XML ~ Manual Testing ~ User Acceptance Testing (UAT) ~ Automation Testing ~ Ticketing Management Systems ~

Catalog Specialist II - IC | Apr 2024 – August 2024

- Spearheaded sprint planning initiatives, orchestrating seamless communication channels between operations and engineering teams. Instrumental in scaling solutions and bolstering operational efficiency, driving organizational success.
- Successfully migrated the entire team's regression packages to the latest version, ensuring up-to-date testing protocols.
- Drafted comprehensive test cases for the major marketplace launches of the seller central experience in Belgium, Sweden, and Poland.
- Automated a key listing experience on Seller Central, reducing manual testing efforts by 20 hours per person per month.
- Mentored & guided 3 full-time employees (FTEs) on testing methodologies and best practices.
- Conducted reviews and drafted test cases for major projects, proactively mitigating severity 2 incidents and ensuring seamless integration of new listing seller experiences.
- Collaborated closely with partner teams to rectify disparities across five marketplaces, particularly in legal attribute alignment.

Prod Compliance Associate Sr.- SME | Oct 2023 – Apr 2024

- Engaged collaboratively with external teams to refine requests, aligning them with seller needs and technical feasibility, ensuring seamless integration with organizational objectives.
- Partnered with configuration and testing teams to implement changes and validate functionality, addressing issues encountered by external teams within Seller Central promptly and efficiently.
- Led training sessions for internal teams on compliance standards & best practices, ensuring alignment with regulatory requirements and enhancing overall compliance awareness.
- Successfully trained a team of 20 associates on drafting test cases, ensuring consistency and accuracy in testing procedures.
- Efficiently managed and handled over 5 major requests for modifying seller central attribute usages, enhancing system functionality and user experience.
- Implemented proactive compliance monitoring processes, identifying and resolving potential issues before they escalate, thus minimizing risks and ensuring regulatory adherence.

Catalog Lead - Manual Tester | Oct 2022 – Oct 2023

- Orchestrated team operations by planning testing scope, UAT test cases, and regression test cases, ensuring comprehensive quality assurance measures.
- Innovated and implemented JavaScript and XML-based automation solutions, slashing manual testing efforts by 15 hr/person/ sprint, thereby enhancing team productivity.
- Led a team in planning the testing scope, user acceptance testing (UAT) test cases, and regression test cases, ensuring comprehensive coverage and quality.
- Developed automation scripts using JavaScript and XML for a seller central experience, reducing manual testing efforts and saving 15 hours per person per month.
- Automated the testing process for the secondary language enabling mechanism for the USA, CA, AE, SA, and EG regions, resulting in a time savings of 40 hours per person per month.
- Identified software bugs, compiling findings & proposing resolution strategies for development teams. Provided hands-on support to developers by executing additional test cases.
- Conducted thorough team audits and metrics analysis, leading retrospective calls to identify areas for improvement, provide solutions, and address team challenges, fostering a culture of continuous learning and growth.

Melissa (Voice Recognition System) ~
Arduino ~ VM ware (Virtualization
Software) ~ SQL

KEY ACHIEVEMENTS

- ⇒ Led cross-functional teams at Amazon in program planning & execution, resulting in a remarkable 35.8% reduction in ticket volume.
- ⇒ Collaborated with partner teams on six program requests, driving enhancements in seller and customer experiences and contributing to increased revenue and satisfaction metrics.
- ⇒ Implemented automation solutions, saving 5.5 hr/person per sprint and significantly improving team productivity and efficiency.
- ⇒ Streamlined product catalogue processes, resulting in annual cost savings of \$XX million and improved user navigation efficiency across global marketplaces.

Catalog Specialist - Manual Tester | May 2021 – Oct 2022

- Directed end-to-end testing processes for projects, ensuring adherence to quality standards and timely delivery.
- Provided comprehensive training to the team on test case writing for configuration updates, enhancing team capabilities and ensuring consistency in testing methodologies.
- Achieved significant cost savings of \$XX million through strategic modifications to Seller Central attributes, optimizing operational efficiency and driving revenue growth.
- Mentored associates in the testing process, fostering skill development and knowledge sharing within the team.
- Implemented automation solutions for manual testing tasks in Seller Central, resulting in a time-saving of 7 hours per sprint and boosting overall team efficiency.
- Received specialized training in writing test cases from Quality Assurance Engineers, further enhancing expertise in quality assurance practices.

Customer Service Executive | Aug 2020 – Feb 2021

- Managed a high volume of 40+ calls daily, providing prompt and professional assistance to customers regarding product purchases, shipment inquiries, and other related queries.
- Escalated critical customer issues to supervisors to mitigate potential revenue loss and prevent policy cancellations, ensuring customer satisfaction and retention.
- Communicated product and service details to customers, highlighting benefits and advantages to drive sales and enhance customer experience.
- Promoted online self-help options to customers, encouraging utilization of additional support resources and after-hours assistance, thereby improving customer satisfaction and reducing call volume during peak times.

VISTAN NEXTGEN | HYDERABAD, INDIA

Junior Data Scientist | Feb 2020 – Jun 2020

- Spearheaded the development and deployment of a voice recognition system using various techniques, including Melissa, on the Arduino platform, demonstrating proficiency in innovative technology solutions.
- Developed quarterly roadmaps based on impact, effort, and test coordination, collaborating with stakeholders to align short-term and long-term goals and achieve organizational objectives effectively.