

# SANDEEP KUMAR PULIPATI

Business Operations | Seller Support | Escalation Investigations

Hyderabad, Telangana, India | +91 7075627042 | sandeepulipati1997@gmail.com

## PROFESSIONAL SUMMARY

Business Operations and Seller Support professional with 5+ years of experience across seller support, escalation investigations, fulfillment-center operations support, and AI data quality evaluation. Experienced in handling seller cases and operational tickets, researching issues using internal knowledge resources and SOPs, documenting investigations, and coordinating with relevant teams. Background includes Amazon India's Selling Partner Support (SPS), T4 escalation investigations, and a PSAS operations support project, with experience in case management, process compliance, and quality-focused decision-making. Familiar with basic Microsoft Excel reporting and operational documentation, with foundational/academic knowledge in Python, SQL, and Power BI. Focused on accuracy, policy adherence, and timely case resolution.

## CORE SKILLS

- **Tools & Systems:** Internal case-management and ticketing systems; knowledge-base and SOP research; Microsoft Excel (basic reporting and data organization); Microsoft Office (Word, Outlook, PowerPoint)
- **Foundational Technical Skills:** Basic/foundational knowledge of Python, SQL, and Power BI (academic/conceptual understanding; not fluent/proficient)
- **Operational Skills:** Case investigation; escalation handling; case documentation; data tagging and validation; AI response evaluation; quality review; SLA adherence
- **Professional Skills:** Seller support; issue resolution; cross-functional coordination; problem-solving; attention to detail; written communication

## PROFESSIONAL EXPERIENCE

**Seller Support Associate** | Amazon India (Hyderabad, Telangana)

*May 2022 – Present (~4.5 Years Tenure)*

### Selling Partner Support (SPS) — Current Assignment

- Handle approximately 35 seller cases per day with a 90% resolution rate, investigating reported issues and determining appropriate resolution steps.
- Review case information and research internal knowledge resources, guidelines, and SOPs; escalate cases when required.
- Document investigations and actions taken while following quality, productivity, policy, and SLA requirements.

### T4 Associate — Escalation Investigations

- Handled 40+ tickets per day with a 95% resolution rate, investigating complex and escalated seller cases.
- Reviewed case history, supporting information, internal policies, and knowledge resources to evaluate available information.

- Determined appropriate resolution or escalation paths and coordinated with relevant internal teams when additional input was required.
- Documented investigation findings and followed applicable quality and SLA standards.

#### **PSAS — Operations Support Project (approximately 3 months)**

- Handled 40+ fulfillment-center-related tickets per day with a 95% resolution rate.
- Reviewed ticket details and researched reported problems.
- Documented findings and followed the appropriate operational workflow.

#### **Analyst | Teleperformance (Hyderabad, Telangana)**

*March 2021 – May 2022 (1 Year 2 Months)*

- Evaluated AI-generated responses for quality, accuracy, and compliance with project guidelines.
- Performed data tagging, validation, and quality reviews, providing structured feedback on reviewed outputs.
- Participated in assigned Language Reinforcement Learning (LRL) and Interactive Human-Agent Learning (IHAL) workflows.
- Followed project guidelines, documentation procedures, and productivity requirements.

#### **Business Development Executive | BharatPe (Hyderabad, Telangana)**

*June 2019 – August 2019 (3 Months)*

- Onboarded merchants onto the BharatPe platform.
- Explained platform features and benefits to prospective merchants.

### **EDUCATION**

**Bachelor of Science – Computers** | Jagruti Degree and PG College, Osmania University, Hyderabad, Telangana | Graduation Year: 2019

### **LANGUAGES**

English, Hindi, Telugu