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## Summary

8+ years of experience in data analytics, economic modeling, and technology. Well-rounded education and experience in analytics, economics, business management.

## Skills

Data and Business Analytics (SQL, R, SaS, MATLAB, Excel)

Economic Modeling

Cohesive leadership

Product Management

Program Management

Software Engineering

New business launch

## Professional Experience

### *Infinite Sum Modelling, Seattle, WA*

#### *Partner-Director*

*Dec 2019 till date*

1. Worked on data ingestion, handling, statistical analysis, and GTAP – CGE modeling. The results of statistical inferences and economic modeling were used by different clients, including Commonwealth, United Nations, Economist, Organization of Islamic Corporation, Smoke Free Foundation, ECIPE and Inter- American Development Bank, in the areas of trade, digital data regulations, supply chain, ports and transportation/logistics.
2. Developed MyGTAP model capturing household and factor heterogeneity for all LDC countries as part of an initiative by ILO.
3. Co-partnered with Piktorlabs to launch our first official product, a data and visualization platform for global supply chain modeling. As part of the product launch have done user research, road mapping and analytics.

## **Projects:**

1. My GTAP (detailed CGE model capturing household and factor heterogeneity with explicit public accounts) economic modeling for ILO and UK AID.
2. Economist Intelligence Unit study on impact of de-globalising world on global value chains.
3. Athena Infonomics study on Covid impact on Indian transportation sector.
4. ECIPE Study on Economic Costs of non-AI.
5. ECIPE and Google study to estimate the cost of ex-ante regulations.
6. WHO study on tobacco policy modeling in India.
7. Organization of Islamic Countries study on global trade policies in the light of Covid.
8. Commonwealth Secretariat study on global medical supplies value chains in the context of Covid.
9. UNCTAD study on the tourism impact, fiscal stimulus, and financial sustainability of Covid policy responses globally.

**Amazon, Seattle, WA**  
**Senior Product Manager**  
**Sustainability**

**Jul 2015 to Dec 2019**

1. Responsible for enabling the flagship customer packaging experience program – Ship in its own container (SIOC) which results in millions of savings annually.
2. Partnered with business analytics, data engineering and machine learning team and launched change in package recommendation logic that resulted in a robust product testing methodology.
3. Created daily level forecasts and dashboards for product health check and deep dove appropriate opportunities.
4. Partnered with global teams to help build data foundation for packaging programs globally called as the global sustainability data product.
5. Mentored business analysts to build metrics dashboard, dive into the program data and derive strategies for senior leadership.

**Operations Manager**  
**Amazon Shipping and Delivery Support**

1. Responsible for empowering the business teams with systems and institutionalized knowledge on how to understand the voice of the customer through data and anecdotes that leads to an output of contact reduction and business development.
2. Lead a team of five group managers, two business analysts and up to 1000 indirect reports.
3. Built the performance management strategy based on contact metrics and trends for 2018.
4. Worked on expanding the Voice of Customer process by utilizing data and anecdotes, and formally presenting to product, program and tech teams.
5. Launched the end-to-end customer support for Amazon shippers and Amazon Key- In car deliveries grounds up including planning, staffing, training and continually process improving.
6. Spearheaded process improvement initiatives that led to \$1 million annualized savings by reducing contacts and transfers
7. Responsible for the career growth and development of the Operations Management team by driving focus on Amazon's Core Values while playing a critical role in building management depth by providing guidance and mentor-ship to all levels of leadership within their organizational units, as well as serving as an outstanding role model.
8. Responsible for optimizing CS headcount, capacity growth needs, and developing a virtual strategy to help meet demand.

**Senior Program/Product Manager**  
**Americas Programs Team**

1. Prepared and presented the 2016 road map for performance portal, to senior leadership team and VPs. The road map helped set a vision for performance portal as a product and improve its utility across the field operations.

2. Part of the four member core team to create and execute SOPs for Amazon's Customer Service holiday/peak activities. This included creating 2015 customer service peak preparedness SOPs by collaborating with capacity planning, work flow, field operations, and program and product teams
3. Analyzed and drew critical inferences by utilizing data from various parts of our business. Presented think big ideas based on the data analysis which was aimed at reducing contacts and improving CS tool designs.
4. Worked with various key stakeholders across varied businesses, to drive the development and implementation of standards, processes, models and technology needed to reduce concessions.
5. Responsible for preparing and presenting C-level weekly business review documents to effectively understand current customer service operations and proactively plan for future state of operations.

**Software Consultant****Jul 2011 to Dec 2011****Purdue University — West Lafayette, IN**

1. Worked closely with clients to establish problem specifications and solution design.
2. Prepared an automated program to index for Dynamic Modeling and Applications for Global Economic Analysis (Cambridge University Press book)
3. Reduced and controlled expenses by building automation tool and saved 20% on the total cost.

**Software Engineer****Apr 2011 to Jul 2011****Subaru of Indiana Automotive — Lafayette, IN**

1. Created web application for inventory management of the production units at Subaru. The application helped optimize inventory management by considering various data points.
2. Fixed bugs and improved existing JSP programs that fostered the release of production control software.

**Project Engineer****Nov 2007 to Jul 2009****Wipro Technologies — Chennai, Tamil Nadu**

1. Tested insurance software product. Coordinated and organized the activities between the Farmers Insurance software
2. Analyzed downtime patterns and helped the team (of around 100) to work effectively based on downtime patterns.
3. Collected data about teams performance based on the number of bugs logged by each team member and announced the Best Tester in the team.
4. Recognized as one of the best performers while training.

**Education and Training**

MBA, Business Analytics, Marketing/Product Development 2015  
 Purdue University — West Lafayette, IN, United States

MS (Non- Degree), Computer Science-Machine Learning 2014  
 Purdue University — West Lafayette, IN, United States

Massachusetts Institute of Technology (MIT) 2014  
Tackling the challenges of Big Data (Certification)

BS, Computer Engineering 2007  
Anna University — Chennai, Tamil Nadu, India  
Academic topper for the final year in Computer engineering field.

### **Research Publication and Other Accomplishments**

1. SAS Certified - Business Analyst April 2015
2. Economics of Recommendation Systems: The Role of Customer Responsiveness to Prices and Quality. Published as SocialScience Research Network (SSRN) Paper ID: 2468790. (Co-authored with Badri Narayanan G.)
3. Named Best product report in class for 'Product Line Extension at Bistro', a new product development challenge.
4. One of the top two teams from Purdue University selected for 'Cognizant Business Consulting Case'