

**Project Management Institute**

Global Operations Center

18 Campus Blvd, Suite 150, Newtown Square, PA 19073-3299 USA

Tel: +1 610-356-4600, Fax: +1 610-482-9971

E-mail: CustomerCare@pmi.org, Internet: www.pmi.org

Name for correspondence from PMI

Prefix	First Name Raj	Middle Name
Last Name Srivastava	Suffix	
Preferred Phone Number 91 (912) 1764391	Preferred Email Address raj.srivastava@live.com	

Contact Information (Home)

Address Line 1 20 Raj Krishna Kumar Street		
City Howrah	State/Province/Territory WB	Zip/Postal Code 711202
Country India		

Name as it should appear on Certificate

Name on Certificate Raj Srivastava

Attained Education

Highest level of education attained BachelorDegree	Year degree was started 2015	Year degree was awarded 2019	PMI Accredited? No
Name of High School, College or University Indira Gandhi National Open University			
Program Name BachelorDegree			
Field of Study Other			

Project Management Experiences**Concession**

Title Concession			
Organization Name Amazon			
Job Title Program Manager			
Functional Reporting Area CustomerService		Organization Primary Focus NotApplicable	
Approach/Methodology Agile	Team Size Classified	Budget \$1M-\$5M	

Date Started Nov 2020	Date Through Apr 2024
--------------------------	--------------------------

Description
 I am presently employed as a Program Manager, focusing on cost-saving initiatives at Amazon. I serve as the Point of Contact (POC) for MyGemba on a global scale. The primary goal of this initiative is to champion ideas to stakeholders, ultimately enhancing the customer experience and ensuring significant cost savings for the company. My individual project revolves around cost savings in replacement devices and accessories. Upon identifying glitches that were causing cost escalations, I successfully addressed and resolved them, resulting in a year-to-date savings of 1 million. Additionally, a key aspect of the project involves disseminating the fix to the Customer Service team to ensure awareness and alignment.

Project Management Education

Project Management Professional: *Education Course*

Title Project Management Professional
--

Institution Amazon

Date Started Nov 2023	Date Ended Nov 2023	Hours 40.00
--------------------------	------------------------	----------------