Sagnik Patra

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Product / Application Support

Amazon Seller Partner Support Associate since July 2023 with an MCA and experience investigating seller issues, documenting cases and handling escalations. Can write basic SQL queries and Python scripts independently; develops personal applications with AI assistance. Seeking a transition into product or application support.

Professional Experience

Amazon | Seller Partner Support Associate | July 2023 - Present | Remote, Kolkata

Support sellers across European, UK and MENA markets with marketplace processes, account concerns and region-specific policy guidance.

Investigate seller issues, document cases, handle escalations and communicate resolution steps across different business and cultural contexts.

Use Seller Central, CSC, CRMS and CMS for support and case management.

Skills

Professional: issue investigation, escalation handling, case documentation, seller communication and marketplace policy guidance. Basic independent SQL/Python; personal-project exposure to JavaScript, SQLite, Linux services and HTTPS. API troubleshooting is a current learning focus, not claimed professional expertise.

Selected Personal Projects

ZONKRIK Career Workspace | Personal, AI-assisted application: Python/JavaScript/SQLite workflows for vacancy review, evidence-based CV preparation and application tracking; practical exposure to deployment and troubleshooting.

ZONKRIK Camera Recovery Studio | GitHub publication: Nov 2026 | Personal, AI-assisted Python/Tkinter/FFmpeg desktop project for optical imaging, checkpoints, media extraction, copy verification and conversion. Recovery depends on source condition.
https://github.com/sagnikpatra/zonkrik-camera-recovery-studio

Education and Training

MCA, Lovely Professional University | 2020 - 2022 | CGPA 8.74

BCA, Lovely Professional University | 2017 - 2020 | CGPA 8.48

Technical Support Fundamentals (Coursera, 2021); MySQL Bootcamp for Beginners (Learn Code Online, 2022).