

BILWASIVA BASU MALICK

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Summary

- MBA Candidate at The Ohio State University with **11+** years of leadership experience over 39 AI/ML projects, driving operational excellence, process automation across MNCs- **Amazon** (Retail, Devices, AWS), **Oracle** OCI.
- Proven ability to lead cross-functional teams in engineering data-driven system to reduce cost, scale business ops.
- Seeking to leverage background in AI/ML technology to solve high-impact challenges in operations, supply chain.

Education

The Ohio State University

Master of Business Administration (MBA) - STEM MBA

Columbus, Ohio

Aug 2025 – Apr 2027

BITS Pilani

Master of Engineering (ME), Bachelor of Engineering (BE) in Computer Science

Rajasthan, India

CS Dept Rank - 5th — CGPA: 8.3/10

Work Experience

Amazon

Feb 2021 – Aug 2025

Principal Applied Scientist / Senior Tech Lead

Bengaluru, India

- Led large-scale initiatives to automate & optimize core business processes in advertising, retail, AWS cloud computing, logistics, fulfillment, digital content verticals delivering improvement in efficiency, cost savings, operational throughput.
- **Process Optimization & Automation, Continuous Improvement (Lean Six Sigma):**
- Engineered a high-efficiency digital catalog management system that reduced product mapping processing time by **90%**, lowered compute resource cost by **93%**, streamlining inventory management **across 3 continents** for **84+ products**.
- Pioneered GenAI tool AWS Bedrock, deploying AI optimization solution **increasing task execution velocity by 3X**.
- Championed GenAI automation adoption for Amazon Payment org's customer service operations, deploying an intelligent system to handle queries for a **70M user base**, significantly reducing manual response time and operational overhead.
- Designed and deployed an automated promotion-monitoring system for retail webpages, achieving **99.6% accuracy** in identifying product placements, **eliminating 1000+ hours of manual validation** work in Amazon Japan ecommerce.
- **Supply Chain Management, Operational Efficiency & Cost Reduction:**
- Spearheaded a Lean Six Sigma org efficiency drive to manage query & resolution workflows by creating AI knowledge graphs to automate IT tasks for a 50+ member developers' team, upgrading system uptime in mission-critical projects.
- Optimized high-volume data processing workflows on AWS cloud infrastructure, achieving **250% improvement** in daily throughput capacity for **0.3 million daily batch** processes, preventing bottlenecks, ensuring org level SLA compliance.
- Evolved product-matching model by automating quality control for digital content supply chain onboarding, lowering onboarding cycle from 6 months to **just 3 weeks** across 6 global product lines [Kindle, PV, Music, Retail, S/W, Infra].
- Orchestrated as tech lead of 16 SDE & MLE in deploying GenAI models & CI/CD pipelines to production via MLOps.
- Led strategic demand-shaping action for Kindle e-reader organization, enriching digital product catalog to drive **15% QoQ increase** in unit sales, **12% uplift** in attach rates, **\$28M revenue impact**, listing latency mitigation by **35%**.
- **Strategic Leadership, Stakeholder Alignment & Program Management:**
- Directed a 15-member cross-functional team in Advertising & Prime Video to develop, launch content recommendation engine, resulting in **53%** increase in customer dwell time, **44%** lift in CTR, directly boosting digital asset performance.
- Enhanced customer experience for MiniTV streaming, improving asset utilization & lifting **user engagement by 21%**.
- Mentored 51 engineers, led talent development, change management for 7 teams, establishing vision for data operations
- Authored 45 business cases for the 2024 annual strategic roadmap, with 12 initiatives approved by VP-level leadership, shaping Digital Accelerations [Retail, Kindle, Prime Video, Robotics] organizations' operational & technical direction.

Oracle

Jan 2019 – Jan 2021

Senior Applied Scientist / Product Lead

Bengaluru, India

- Administered **9M\$ worth** business tenets & team charter for a 16-member team in launching low-latency AI solutions
- Executed a 4-quarter strategic roadmap for next-gen automation platform spanning 5 business units, accelerating **25% faster time-to-delivery**, shortening release lead time from 16 to 7 weeks, mitigating go-to-market cycle time by **16%**.
- Managed the product backlog for 4 healthcare data verticals in Cerner healthcare org, **shipping 4 major features & 15+ enhancements** across **8 agile sprints**, contributing to a **\$20M Annual Recurring Revenue (ARR)** portfolio.
- Contributed to leading product milestones & critical phases of ML life-cycle across 4 core OCI verticals (Speech, Video, Language, Document) impacting **27k customers globally**, **enhancing annual customer retention rate by 18%**.
- Implemented full end-to-end product lifecycle for 9 enterprise-level document intelligence solutions, leading 16-member team Pinnacle in scoping, development, customized service delivery triggering acquisition of **42 international clients**.

Rakuten

Aug 2018 – Jan 2019

Research Scientist

Bengaluru, India

- Demonstrated ownership & responsibility to monitor telecom infrastructure using Computer Vision models, zeroing **90%** manual field inspection costs & **enabling 2.4X revenue growth** Key Performance Indicator (KPI) for business unit.

Cisco

Jan 2017 – July 2018

Software Development Engineer

Bengaluru, India

- Developed a predictive analytics framework to forecast network equipment failures in real-time for Cisco's Webex service, **improving system uptime availability by 78%**, preventing global service outages, **saving 1.8M\$ cost annually**.
- Created intelligent & lightweight online anomaly detection framework to monitor device health with **98.4% accuracy**.

Microsoft

Jan 2016 – Dec 2016

Research Fellow

Bengaluru, India

- Built real-time Brain Computer Interface to extract & classify target stimulus from EEG signals; performed real-time systems integration with NAO humanoid & built Choregraphe framework, curing ADHD, motor activities in healthcare.

Skills

Process Excellence: Lean Manufacturing, Six Sigma (DMAIC, DFSS), Total Quality Management (TQM), Kaizen, Value Stream Mapping, Business Process Management (BPM), FMEA, Root Cause Analysis (RCA), 5S, Poka-Yoke, Gemba Walks
Supply Chain Strategy: Demand Forecasting, Inventory Management Control, Logistics Distribution, Network Design Optimization, Sales & Operations Planning (S&OP), Procurement & Sourcing, Supplier Relationship Management (SRM)
Operational Planning: Capacity Planning, Resource Allocation, Workforce Management, Production Scheduling, Quality Management (QA/QC), Materials Requirement Planning, Service Level Agreements (SLAs, SLOs), Workflow Automation
Systems & Tools: ERP Systems (SAP, Oracle), Warehouse Management Systems (WMS), Transportation Management Systems, Manufacturing Execution Systems, SCM Software (Blue Yonder, Coupa), Robotic Process Automation (RPA)
Business Acumen: P&L Management, Financial Modeling, Capital Budgeting, Go-to-Market (GTM) Strategy, Analytics, Competitive Analysis, Corporate Strategy, Economics, Business Case Development, Cost-Benefit Analysis, Pricing Strategy
Product Lifecycle: Product Roadmapping, Vision Crafting, Market Research, User Story Persona Development, Feature Prioritization, Customer Journey Mapping, A/B Testing, Beta Program Management, Customer Experience (CX/UX), NPS/CSAT Analysis, User Research, Product Management, Product-Market Fit Analysis, Product Analytics, OKR/KPI
Stakeholder Management: Data Storytelling, Client retention, Networking, C-Suite Presentations, Client Management, Cross-Functional Leadership, Change Management, Conflict Resolution, Executive communication, Negotiation, Networking
Governance & Compliance: Data Governance, Regulatory Compliance (GDPR, CCPA, HIPAA), Business Planning, Vendor Management, Ethical AI Frameworks, IP (Intellectual Property) Management, Risk Assessment & Mitigation, SOX
Execution Frameworks: Agile (Scrum, Kanban), Scaled Agile Framework (SAFe), Waterfall, PRINCE2, PMBOK, CCPM
Program Governance: Budget Management, Resource Forecasting, Milestone Tracking, Project Scoping, Risk Analysis, Program Management, Dependency Management, Earned Value Management, Retrospective Analysis, Scenario Planning
Management Tools: Jira, Confluence, Trello, Asana, Microsoft, Smartsheet, Airtable, Monday.com, Clarity PPM, Wrike
Data Analytics: Power BI, Tableau, Jupyter Notebooks, RStudio, Amplitude, Seaborn, Matplotlib, Shiny, Qlik, Looker
Programming Languages: Python, C++, Java, Scala, C, R, JavaScript, TypeScript, React, Ruby, Perl, Golang, Kotlin
Databases: SQL, PostgreSQL, NoSQL: MongoDB, Redis, Elasticsearch, Graph Databases: Neo4j, HBase, BigQuery, Hive
Cloud & Big Data: AWS (S3, EC2, Lambda), GCP (BigQuery), Azure, Kubernetes (K8s), Docker, Terraform, Jenkins (CI/CD), Databricks, Snowflake, Spark, Hadoop, Flink, Dask, Kafka, Airflow, Datadog, MLflow, Keras, Tensorflow, Pytorch
AI/ML: Machine Learning, Deep Learning, Time-Series Forecasting, Classification, Regression, Causal Inference, Anomaly Detection, Recommender Systems, Computer Vision, NLP/NLU, Reinforcement Learning, MLOps, Kubeflow, Agentic AI
AI/ML Product Strategy: Generative AI, LLM Productization, MLOps & Model Lifecycle Management, ML Design, Data Governance, Feature Store Roadmap, ML Infra Optimization, Modeling & Experimentation, AI Safety & Guardrails
Large Language Models (LLM): GPT-5, Falcon, Claude, Llama4, Deepseek, Vicuna, Mistral, Gemini, ChatGPT, Phi
Software Engineering: System Design Architecture, Distributed Systems, Microservices, API Gateways, Load Balancing
Team Management: Capacity Planning, Vendor Management, Executive Communication, Cost Analysis, Decision Making

Awards & Achievements

- Received **Amazon Employee of Quarter award** 4 times across Prime Video, Music, Kindle orgs **globally**. **2024**
- Achieved the **2nd Prize** in ProdCon in entire India for pitching the prototype of my Think Big idea. **Nov, 2022**
- Awarded with the **First Prize** for my winning solution & implementation of tech idea- "Auto Generation of Video from Text" in **Amazon Hackathon'22** out of **300+ employees** & won **Think Big Award** for a business idea **June 2022**
- Won the **Star Performer Award, WOW Award & Budding Star Award** recognition in entire Org. **2021-2023**
- Received the **Invention Prize** in Microsoft CodeFunDo'19 Hackathon for my project on Image Captioning. **Apr 2019**
- Felicitated with Swami Vivekananda Memorial Rashtriya Purashkar- **State Governor Award** for my Board results.
- Secured the **1st position out of 1 Million students** in **12th Board** exam with **99.2% [Rank- 1]** in entire WB state
- Secured the **4th position out of 1 Million students** in **10th Board** exam with **96.7% [Rank- 4]** in entire WB state
- Received KVPY scholarship & Performed within **top 1%** in National Astronomy, Physics, Chemistry, Maths Olympiads.