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Summer 7-1-2020

Downstream Migration to Data Aggregator and Historical Exception Pane Development

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ABSTRACT

The Customer Service, Tech Management team, is responsible for handling and managing the portal provided to the Customer Service Associates here at Amazon. It includes adding new features, maintaining the system, and adding all the different needs to the portal. This team is subdivided further into five sub-teams, with each side having a dedicated responsibility.

One of the team's features is the type of resolution that the customer is eligible for, based on his complaint and the past recommendations that he/she received from Amazon. The team is also responsible for identifying the customers who are abusing the benefits provided to them by Amazon to their favor and taking necessary actions against them like blacklisting them for a given period, etc.

Currently, the architecture that the whole customer service portal is based on is very messy, all the files that are required by the portal are inside one version set/package which leads to high pressure on the package when the traffic is high and can make it harder to debug errors too. The team's objective is to migrate this architecture to a new one in which there will be multiple version sets and packages, and each package will be responsible for a particular feature. As we proceed, the legacy code will also be depreciated and replaced, leading to improved latency.