

Professional Experience

Amazon GSF Strategies, Program Manager II - Six Sigma Lean Black Belt April 2021 – January 2023

- Designed launch plan, training and support materials, escalation processes and internal communication packages for labor planning system migration resulting in ~\$100MM yearly labor savings.
- Managed workforce impact of delivery fee implementation at Whole Foods Market, resulting in healthy workforce within 8 weeks of implementation.
- Built processes to share labor resources across business lines, optimized internal transfer training, and streamlined associate outreach processes to create more fungible workforce.
- Composed Holiday Labor and Store Closure SOPs and managed holiday hours and labor adjustments for GSF business lines, resulting in defect-free holiday hours communication and Holiday and Peak labor planning in 2021.
- Managed launch, support, training, and compliance tracking for real-time communication platform across Locker+ network.

Amazon Prime Now, 3P Area Manager II November 2019 – April 2021

- Managed operations for four Whole Foods Prime Now sites outputting an average of 500,000 units per week (\$2.1MM), while consistently exceeding productivity, quality, and safety expectations.
- Managed associate performance, attendance, and administrative tasks for over 1100 direct Tier1 reports.
- Facilitated physical outbound site expansion resulting in 200% increase in fulfilled units per week (\$147M to over \$300M).
- Launched 5 delivery hub locations and supported 15 spoke location launches across Los Angeles.
- Proposed and implemented workflow improvement to minimize non-value-added time spent by Operations Leaders resulting in over \$1.3MM saved yearly.

Amazon Smart Home Services, Operations & Configurations Lead February 2017– November 2019

- Remodeled schedules to drive operational optimization resulting in utilization increase of 37%.
- Increased technician efficiency by designing and implementing geo-packed and optimally coerced appointment times to drive costs down resulting in \$3.6MM yearly savings.
- Composed network SOPs for centralized dispatching workflows, pre-call templates, metrics calculations, appointment geo-packing, resource allocation and refactoring of coverage areas.
- Owned Seller Central UATs, utilization and resource optimization/topology analysis, and daily technical support for Seller Central and ASIN related escalations.
- Constructed vision and managed development life cycle of the first “Smart Salon” in partnership with hair stylist Ted Gibson.
- Created standardized project playbook and budget for additional “Smart Salon” partnerships.

Saucey Inc., Dispatch & Customer Support Lead May 2014 – May 2016

- Created SOPs and knowledge base for Dispatch and Customer Support teams and trained new personnel.
- Composed escalation guidelines and developed performance SLAs and KPIs for Dispatch and Customer Support teams.
- Managed driver infractions/performance, quality control, customer satisfaction, and daily vendor relations and communications.
- Partnered with external businesses and internal teams to optimize marketing and labor opportunities.
- Facilitated implementation of new city launches and coverage area scaling.

E3Media/SkyCore, Production Coordinator & Project Manager July 2012 – January 2014

- Organized cast and crew during filming, maintained fluid communication between departments and clientele.
- Managed deadlines and deliverables for CBS Films post-production assignments.
- Piloted DJI Phantom remote-controlled quadcopter prototype and facilitated product launch.
- Developed proposal for public helipad development to the city of Los Angeles.

Certifications

- Six Sigma Lean Black Belt Certification – Management & Strategy Institute Credential ID: 81106177
- Team Building Certification – Management & Strategy Institute Credential ID: 81106176

Additional Info

A highly motivated and results-driven solutionist with a proven track record of successfully problem solving in a variety of complex environments. I bring a unique combination of technical and operational expertise to identify root causes and build scalable solutions and excel at bridging the gap between creative ideas and practical execution. I am Lean Six Sigma Black Belt Certified with a deep understanding of Lean methodology, and I am committed to excellence through continuous improvement and calculated change management. I am eager to take on new challenges and make a meaningful impact in a dynamic work environment.