

# Amanda Kautzky

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## **Qualifications Profile:**

Highly motivated, solutions focused professional with extensive experience and impressive customer service within many roles.

Exceptional interpersonal communication skills with proficiency to promote confidence and build and maintain strategic business/client relationships while interfacing positivity with people of diverse backgrounds.

## **Professional Experience:**

### **Amazon- Prime Video**

*September 2021 – Present*

Program Manager- Mike Fazzino, Seattle, WA

- Manage content submitted through Prime Video Direct

- Track decision, operator, and genre in WBR and MBR

- Manage solicited non-fiction content and coordinate with content acquisition managers

- Research and report competition content gaps

### **Amazon- Delivery Experience**

*July 2019 – September 2021*

Marketing Specialist I- Faviola Iglesias, Seattle, WA

- Certified as a Content Bar Raiser

- Develop and maintain marketing campaigns for Bargain Finds in US, EU, and JP

- Curate and refresh Bargain Finds product list

- Draft process and lead as subject matter expert for email campaigns

### **Amazon- Fulfillment by Amazon**

*June 2018 – July 2019*

Sr. Investigations Specialist – Amy Morales, Seattle, WA

- Assist on special projects that design/improve tools or processes by testing and/or development

- Draft and schedule individual merchandising campaigns to category homepages

- Conduct data analytic deep dives to measure the performance of the content produced

- Provide input and research to optimize marketing messaging worldwide

### **Amazon- Fulfillment by Amazon**

*September 2016 – June 2018*

Investigations Specialist – Amy Morales, Seattle, WA

- Identify root cause defects that lead to reduction in inbound

- Adhere to standard operating procedures to correct identified defects

- Coordinate with seller support to mitigate risks in internal operations

- Build summary metrics to management

- Provide additional support in project work outside of regular work duties

### **Blueprint Consulting Services**

*August 2015 – September 2016*

Team Lead – Ray Flores, Bellevue, WA

- Advanced from tech to subject matter expert to team lead

- Support the Chinese team and expand skills in the operations space

- Build and maintain documentation on Chinese support training

- Maintain schedules and KPI's

- Prepare and lead team status meetings

## **Education:**

**North Seattle College** Seattle, WA

*Pursuing Associate in Computer Science, Graduation 2024*

**University of Washington** Seattle, WA

*Certificate in project management, 2016*

**Eastlake High School** Sammamish, WA

*High school diploma, 2010*