

SUHAS BHUSHAN

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PROFESSIONAL SUMMARY

PMP certified Program Manager with 6+ years of experience in strategy and operations, driving end-to-end business transformation and operational excellence across the tech, logistics, and retail sectors. Proven ability to lead complex, cross functional programs from strategic planning through execution, delivering measurable impact on growth, cost efficiency, and customer experience. Adept at translating complex data into actionable strategies, aligning diverse stakeholders, and enabling scalable, sustainable business outcomes. Passionate about emerging AI technologies and committed to fostering safe, ethical AI adoption that drives transformational business impact.

CORE SKILLS

Strategy and Customer Success

- Customer lifecycle optimization and deployment management
- Customer feedback integration and product planning
- Stakeholder management and executive engagement
- P&L management and cost optimization
- Change management and user adoption strategies

Program Management

- Complex technology implications and integrations
- Product operations and go to market strategy
- Process optimization and operational excellence
- Cross functional project leadership and delivery

WORK HISTORY

Amazon

Program Manager – Driver Growth

Sydney, Australia

08/2024 – PRESENT

- Increased driver onboarding efficiency by 45% and cut acquisition costs by AUD \$1.1M annually by leading cross functional initiatives to streamline sign-up flows and improve app UX, in partnership with product, operations and marketing teams.
- Led A/B testing to optimize in-app incentives and messaging, leveraging data insights to boost driver retention by 34% and increase conversion rates from campaign interactions by 20%.
- Spearheaded deployment of an AI chatbot in Australia, partnering with Tech and Customer Support teams, cutting support escalations by 78% and driver onboarding time by 42% through self-serve automation.
- Collaborated with executive level stakeholders across, Supply Chain, Capacity Planning, and 3P Logistics to lead a transformation project that reduced Amazon last mile P&L costs by 4% and improved operational efficiency.

Amazon

Program Manager – Driver Experience

Sydney, Australia

09/2022 – 08/2024

- Owned end to end customer user experience focusing on user adoption, retention, operational excellence, and lifecycle improvements.

- Reduced customer support costs by AUD \$200K annually by identifying and resolving key pain points in the end-to-end driver experience.
- Scaled Amazon's delivery network by unlocking 10 new regional postcodes by partnering with Retail, Supply Chain, and Topology teams, increasing weekly order volume from 200K to 560K.
- Delivered weekly OKR reports with strategic insights, driving AUD \$400K annual cost savings in Amazon Australia's last mile through route optimization and improved driver NPS.
- Embedded new strategy and stayed on top of the rapidly changing compliance and pay landscape to enable timely, risk aware adaptations.
- Accelerated the launch of new regions by developing and deploying scalable processes for driver experience optimization.

Voly

Sydney, Australia

Strategy Manager – Growth and Efficiency

01/2022 – 05/2022

- Led end to end integration for 15 dark store launches in 3 months, from prioritization and scoping to planning and post launch support.
- Reduced fresh grocery costs by 18% and cut perishable waste by 22% by optimizing delivery windows and buying strategy, partnering with Supply Chain and Category Management while leading strategic initiatives across dark stores.
- Achieved 40% reduction in rider acquisition costs in two months, saving AUD \$150K annually by optimizing recruitment and onboarding.
- Developed and executed Melbourne market entry strategy for Voly, acquiring 3,000+ customers within the first 4 weeks

DoorDash

Melbourne, Australia

Strategy & Operations – Growth and Retention

07/2019 – 01/2022

- Streamlined driver onboarding and partnered with Product teams to enhance app UI, increasing delivery efficiency by 15%.
- Enabled DoorDash's exponential growth during COVID lockdowns by scaling driver supply 10x to meet surging demand and reducing order cancellations from 15% to under 3.7% in just 8 weeks.
- Developed and executed data led driver retention strategies, reducing churn by 20% through targeted engagement and timely interventions.
- Spearheaded driver acquisition and onboarding for DoorDash's New Verticals launch in Australia, enabling rapid market growth.

Meditrian Inc.

Bangalore, India

Marketing Manager

08/2017 - 06/2018

- Categorized different market areas, identifying customer patterns.
- Liaised between production and finance departments for weekly forecasts

- Drove sales up by 24% by strategically entering new markets.
- Reduced marketing cost by \$25,000 by performing gap analysis to identify the most profitable channels for marketing.

Amazon

Bangalore, India

Risk Analyst

07/2016 - 09/2017

- Led Anti-money laundering (AML) compliance reviews in a high-risk environment by analyzing customer transactions from APJ region, ensuring full adherence to regulatory standards.
- Improved operational efficiency by outsourcing repetitive tasks, reducing team workload and decreasing headcount by 10%.
- Trained and mentored new hires, enhancing team capability and contributing to an uplift in overall team performance.
- Proactively monitored team KPIs and performance metrics, identifying process gaps and implementing improvements to support quality, accuracy, and compliance.

EDUCATION

Deakin University

Melbourne, Australia

Master of Business Administration: General

06/2018 - 06/2020

JSS Academy of Technical Education

Bangalore, India

Bachelor of Engineering: Industrial Engineering

08/2012 - 08/2016

CERTIFICATIONS

Project Management Institute (PMI)

Sydney, Australia

Project Management Professional (PMP) ®

09/2025 - 09/2028