

Alexander Saucedo

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Experience

Systems Engineer II, Trust and Safety Engineering, Amazon Photos – Seattle, WA Aug 2021 – present

- Designed and currently implementing a Java-based service for abuse report automation and API for customer service systems; projected to reduce engineer time on manual operations by 8 hours/month.
- Overhauled legacy Python-based abuse reporting system to comply with new EU regulation, reducing process defects by ~89% YoY.
- Implemented Python-based tooling that utilized Photos microservice APIs to automate investigation of customer issues, which reduced engineer time on manual operations by 4 hours/month.
- Oversaw service operations, including CI/CD pipelines, CloudWatch monitors, resolving high-severity incidents and providing root cause analysis as part of team's on-call rotation.

Support Engineer I, Amazon Explore, Business Development Aug 2020 – Aug 2021

- Designed and implemented new analytics tooling, enabling business development teams to proactively identify and correct poor customer experiences, resulting in a customer satisfaction score increase of ~4%.
- Developed a new onboarding guide for partners selling “experiences” and reduced onboarding time by 10% for new sellers.
- Investigated customer-facing issues and provided root-cause analysis to the software development team which resulted in a reduction of software-related defects from 9% to 1.5%.
- Developed a new org standard process for remediating seller connectivity issues.

Program Manager II, Amazon WW Fulfillment Supply Chain Execution June 2019 – Aug 2020

- Streamlined reporting process for fulfillment network fullness by leveraging SQL skills, which reduced manual bridging time by ~5 hours/week.
- Automated team reports using SQL, Excel, and AWS Quicksight, saving ~20 hours/month.

Manager II, Amazon NA Fulfillment June 2016 – June 2019

- Executed multiple projects to reconfigure racking, adding 70,933 cubic feet of storage and saving ~\$1,053,940 compared to building new racking.
- Oversaw utilization and stow strategy, setting a new building inventory record with a 15.8% improvement, resulting in 110% storage utilization and ~\$900,000 cost savings.
- Managed 120+ direct reports, promoting 34 associates into leadership roles and fostering career growth.

Education

University of Arizona, BS in Information Sciences

Aug 2012 – May 2016

Skills

Technologies: SQL, Python, Typescript, Java, Nix, Bash/ZSH, Regular Expressions, Amazon-internal software build system, Excel (Index/Match, Pivots)

Expertise: API-driven development, Data Analysis, Cross-Functional Alignment, Troubleshooting, Technical Writing, Management