

Matthew A. Goldsmith

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Areas of Expertise

Full Stack Web Development Technologies (HTML, CSS, JavaScript, OOP, RESTful APIs, SQL, NoSQL, ORM, Node.js, Express.js), Process Creation, Documentation, and Standardization, Cross-functional Team Alignment, Inventory/Quality Control, Data Analysis and Visualization, Excel/MS Office, Warehouse Operations

Professional Experience

Amazon.com

June, 2013 – March, 2022

Program Manager II – AMZL Launch Configuration

November, 2019 – March, 2022

Facilitation and improvement of the Amazon Logistics Operational Readiness Testing (ORT) process for new launch delivery stations. Querying complex SQL databases for construction of datasets for ad-hoc insights and inquiries. Developed a reporting dashboard from a new, scalable dataset for more advanced insights into ORT performance for multiple launch stakeholder teams. Process owner for NA site creation in the Chart of Accounts system and for the fulfillment center component of Virtual Package Testing.

NACF Research and Configuration Specialist

August, 2017 – November, 2019

Configuration of process settings for all North American fulfillment center operations to protect and improve network efficiency and retail customer experience. Performing ad-hoc queries and analyses on data in SQL DBs and additional internal platforms to create datasets for stakeholders across multiple business units for process improvement research. Developed an Excel utility using web queries and macros to standardize and reduce labor hours required for internal processes.

Centralized Flow Lead

June, 2016 – August, 2017

Remote workflow management of outbound process paths and related labor planning for North American fulfillment center operations in collaboration with local site leadership.

Inbound Support Services Representative

February, 2014 – June, 2016

Servicing inventory and quality control requests based on vendor and retail customer feedback. Training and consultations for problem solving FC inbound process issues.

Warehouse Associate

June, 2013 – February, 2014

Fulfillment of customer orders across an array of inbound and outbound production processes.

Delaware Autism Program

August, 2007 – June, 2012

Paraeducator

Supervision and instruction of students working toward completion of Individualized Education Plan goals in classroom and community environments.

Education and Certifications

University of Pennsylvania

Full Stack Engineering Certificate; March 2023

Wilmington University

Bachelor of Science – General Studies; Class of 2013