Matthew A. Goldsmith

E: goldsmith.matt@gmail.com | P: (302) 766-5480 | LinkedIn: Link | Portfolio: Link

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 upcoming delivery stations. Wrote SQL queries to create datasets for ad-hoc insights and inquiries. Developed an Amazon QuickSight reporting dashboard from a large, scalable SQL dataset for more advanced insights into ORT performance for a wide-ranging group of cross-functional 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

Configured process settings for all North American fulfillment center operations to protect and improve network efficiency and retail customer experience. Performed ad-hoc queries and analyses on data from SQL DBs and additional internal platforms to develop insights for stakeholders across multiple business units. Developed an Excel utility using web imports and macros to standardize a weekly maintenance process and improve its efficiency by reducing its required labor hours.

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. Researched and documented defects negatively impacting the throughput of outbound operations and creating risk for customer experience. Trained new flow leads on internal tools, best practices, and processes for multiple fulfillment center types.

Inbound Support Services Representative   February, 2014 – June, 2016

Serviced inventory and quality control requests based on vendor and retail customer feedback. Collaborated with cross-functional stakeholders to resolve defects and abnormalities with inventory and receiving transactions. Provided training and consultations for warehouse problem solvers in inbound processes.

Fulfillment Associate   June, 2013 – February, 2014

Delaware Autism Program   **August, 2007 – June, 2012**
Paraeducator

Best Buy   **October, 2004 – March, 2006**
Computer Sales Associate

Areas of Expertise

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

Education and Certifications

University of Pennsylvania   Full Stack Engineering Certificate; March 2023
Wilmington University   Bachelor of Science – General Studies; Class of 2013