

Daniel Pappas

San Francisco, CA

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Google Contract Program Manager

San Jose, CA
Dec 2024 - Current

- Lead NPI planning and procurement programs for labs, engineers, and dogfooders, improving forecast accuracy by 7% and stock accuracy from 85% to 92% through ERP-driven CTB readiness reviews, inventory risk assessments, and allocation strategies for constrained inventory.
- Spearhead planned and ad hoc procurement requests for the ChromeOS Operations teams for development and testing, negotiating lead times, costs, and quantities with domestic and international hardware and tech accessory suppliers.
- Leverage RFx expertise to manage the end-to-end procurement process, ensuring competitive pricing, quality standards, and timely delivery.
- Manage BOM creation, updates, and system integrity for development and testing hardware, ensuring all specifications, vendor data, and cost details remain accurate throughout design changes.
- Collaborate cross-functionally to ensure availability of hardware and accessories, maintaining development and testing project deadlines.
- Develop and refine SOPs for reporting and device tracking, boosting throughput by 15% via KPI-driven process reengineering.
- Partner with global logistics teams and OEM/CM partners to ensure warehouse and materials readiness for NPI hardware builds, improving handoff timelines and material availability.
- Manage allocation and liability for high-demand hardware programs, mitigating excess & obsolete (E&O) exposure.

Meta Contract Supply Chain Analyst III

Fremont, CA
Jan 2023 - Nov 2024

- Served as strategic lead for intake orchestration of engineering projects and procurement requests, aligning with enterprise supply chain and NPI build schedules.
- Partnered with data science and test engineering teams to develop AI-enabled root cause analysis models, streamlining debug cycles and improving customer satisfaction (CSAT) by 4.2%.
- Utilized data analytics tools such as Excel and Google Sheets to generate reports and support strategic decision making.
- Collaborated cross-functionally to address constrained material scenarios, balancing allocation across programs while minimizing liability exposure.
- Created and maintained CSAT dashboards and KPI tracking tools using Tableau; collaborated with data teams and utilized SQL to extract and analyze data supporting operational reporting.

Quince Program Manager, New Product Introduction

San Francisco, CA
Mar 2022 - Jan 2023

- Owned procurement workflows in proprietary ERP system, creating and maintaining detailed BOMs for new product introductions.
- Developed detailed system BOMs and configuration controls for new product introductions, capturing design specifications, validation data, and vendor/tooling inputs to enable engineering qualification builds and DOE testing.
- Collaborated closely with design, forecasting, and merchandising teams during design changes to validate revisions, update specifications, and ensure database accuracy.
- Implemented change logs to maintain full visibility into configuration updates, ensuring all cross-functional partners had a documented record of changes, responsible parties, and dates.
- Established category KPIs to drive \$90M growth (40% increase in annual sales) through competitive and market analysis.
- Led cross-functional teams from concept to launch, including sourcing, packaging, marketing, quality testing, merchandising, and post-sales analysis.
- Delivered 18% cost savings via SKU rationalization and vendor performance optimization.

ADUSA Ahold Delhaize
Program Manager, Operations

Quincy, MA
Apr 2020 - Jul 2021

- Managed a team of 6 analysts and led strategic replenishment initiatives across 50% of grocery retail categories.
- Sustained an annual revenue stream exceeding \$50B through supply chain management and vendor collaboration.
- Oversaw vendor SLO scorecarding initiative, resulting in improved forecasting collaboration and compliance.

Hearts On Fire
Merchandise Manager, B2B and D2C

Boston, MA
Jan 2019 - Apr 2020

- Directed merchandising roadmap and oversaw product lifecycle projects, driving \$35MM in annual revenue.
- Developed internal configuration tools for quoting and pricing, reducing response time by 80%.
- Partnered with sales and finance teams to streamline internal reporting processes, improving leadership visibility.

Brilliant Earth
Product Development Manager

San Francisco, CA
Sept 2016 - Jan 2019

- Directed end-to-end design qualification of packaging and display materials, overseeing prototype testing, performance validation, and vendor process capability reviews to ensure production readiness and alignment with engineering standards.
- Coordinated production timelines, tracked changes, and ensured final designs were approved and delivered in alignment with launch milestones.
- Oversaw the full product lifecycle for all jewelry categories, driving \$44M+ annual revenue.
- Achieved 35% paper reduction and 50%+ shipping cost savings via packaging redesign.
- Strengthened vendor partnerships to mitigate supply chain risks and secure cost savings.
- Used NetSuite ERP for end-to-end product and inventory management, improving demand planning accuracy.

EARLY CAREER

Corps Member / Teacher, Teach for America
Operations Associate, Brilliant Earth
Assistant Production Manager, Gap Inc.

Indianola, MS
San Francisco, CA
San Francisco, CA

EDUCATION

Bachelor of Arts, Political Science & International Studies
Loyola University Chicago

Chicago, IL

Languages

German