



JING LI

PRINCIPAL PRODUCT MANAGER

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Driving product management excellence through agile & quality-focused planning, execution, and delivery

Efficient, resourceful, and versatile leader leveraging an extensive award-winning track record at Amazon and FedEx, applying complex business knowledge and ability to connect technical details to drive end-to-end product lifecycle. Regarded as a results-oriented analytical thinker with an owner mindset, excel at ensuring quality and performance in production and distribution environments, including minimizing backlogs, defects, and expenditures. Influential communicator adept at securing long-term technical investments, and identifying new opportunities in collaboration with business, internal/external stakeholders, and leadership.

CORE COMPETENCIES

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|----------------------------------|-------------------------------------|------------------------------|
| ✓ Product Development & Strategy | ✓ Stakeholder Engagement | ✓ Analytics & Reporting |
| ✓ Product Management | ✓ Cross-Functional Collaboration | ✓ Deep & Reinforced Learning |
| ✓ Merchandise Acquisition | ✓ Communication & Technical Writing | ✓ ML Model Performance |
| ✓ Agile/Waterfall Management | ✓ Strategy Documentation | ✓ Decision Tree Modeling |
| ✓ Supply Chain Management | ✓ Feature Prioritization Roadmap | ✓ Linear Regression |
| ✓ Customer Experience Mastery | ✓ Data Warehousing | ✓ Cross-Platform Solutions |

CAREER SUMMARY

Amazon Supply Chain Optimization Technologies (SCOT) | Bellevue, WA | 2022 – Present

A team working on some of the world's most complex supply chain challenges, at the Amazon scale.

PRINCIPAL PRODUCT MANAGER, SUPPLY CHAIN OPTIMIZATION

Promoted to drive end-to-end machine learning and network planning predictions for 120M+ units each week in Amazon's retail supply chain, ensuring product readiness, availability, and seamless operations. Manage 14 indirect reports of scientists, engineers, and BIEs.

- ✓ Achieved and maintained 100% team retention compared to an average 50% turnover in sister teams, fostering service and quality consistency and continuity while maximizing profitability through curtailed hiring/training costs.
- ✓ Led strategic shift by writing long-term strategic vision, influencing key stakeholders and senior leadership to secure crucial approvals.
- ✓ Identified inefficiencies in current models and developed the optimized modeling approach prototype for deep learning/neural network model/framework in alignment with all the company's criteria.
- ✓ Ensure the efficiency and sustainability of cross-platform solutions through diligent management of multiple generations of machine learning models spanning various product development lifecycles, model types, and modeling techniques.
- ✓ Designed a multi-year product roadmap in close collaboration with cross-functional teams, producing short-term results while delivering long-term value.

Amazon Customer Excellence System (ACES) | Washington, DC | 2021 – 2022

A team of highly qualified individuals whose main goal is to ensure quality control and continuous improvement.

PRODUCT MANAGER, GLOBAL CUSTOMER FULFILLMENT

Managed the end-to-end business solutions for optimizing operational efficiencies and productivity with minimized transportation and material expenditures for \$250M+ worth of products across 270+ fulfillment buildings while proactively focusing on developing a healthy, diverse, and inclusive culture.

- ✓ Drove all aspects of the \$100M Sort Automation program and ensured \$98M in annual benefits through an inbound cross-dock network management efficiency.
- ✓ Developed a 4-year \$170M end-to-end strategic business solutions by creating a Project Torus.
- ✓ Led 10+ events as an active Bar Raiser for hundreds of attendees, leveraging extensive suicide prevention skillset, and driving company-wide growth.

...Continued...

Amazon Air | Hanover, MD | 2020 – 2021

A virtual cargo airline operating exclusively to transport Amazon packages.

OPERATIONS MANAGER

Launched a new site in Baltimore and transformed operational performance through the development, implementation, and optimization of key performance metrics while deploying a network-wide impact project. Managed up to 3,000 employees, including Sunday-to-Wednesday night shifts with up to 300 people in two different areas, and maintained performance excellence even during the pandemic restrictions.

- ✓ Ensured accurate and timely processing of 100k parcels per day through a customer-focused leadership of 350 ramp, warehouse, inbound, and outbound associates.
- ✓ Saved 25% in labor hours and materials while improving transportation speed.
- ✓ Launched KBWI Air Gateway in direct collaboration with the senior leadership and through effective cross-departmental collaboration.
- ✓ Maintained a 10% management turnaround rate compared to 80-90% company-wide by setting clear expectations, effectively communicating standards, conducting adequate training, and continuously cultivating value-based relationships.
- ✓ Transformed fulfillment center operations through a substantial process improvement, meticulously applying a complex technical design, data science, engineering, and analytics.

"Jing is a dynamic leader that works to develop a deep knowledge of his area. He has an impressive ability to pair creative, resourceful solutions to intensely complex problems. Additionally, Jing is highly anticipatory and thoughtful about how a given decision or solution will impact customers, partners, and stakeholders. Lastly, Jing garners genuine trust and creates a healthy foundation for organizational cohesion by seeking out alternative viewpoints and establishing regular touch points with his team."

– Manager feedback

FedEx Express | Crofton, MD | 2009 – 2019

A multinational conglomerate holding company focused on transportation and business services.

SENIOR OPERATIONS MANAGER

Promoted to oversee Domestic Ground Operation with a \$1.2M monthly budget, developing cost-saving solutions and improving management talent pipeline while driving continuous efficiency improvements. Managed a team of 300 employees across all levels of distribution, including internal package handling, delivery drivers, operations personnel, and supply chain/logistics staff. Drove new business opportunities in direct collaboration with Sales and Marketing teams.

- ✓ Ensured shipment of over 3M parcels per year while driving consistent 4% YoY route efficiency improvements.
- ✓ Reduced YoY lean operating budget waste by 2%, applying comprehensive data analytics.
- ✓ Developed and trained 60+ managers in the district and mentored about 50 employees to promotions to/from Manager and Senior Manager roles, obtaining a Quality Driven Management Certificate.
- ✓ Won multiple performance-based awards for consistently exceeding goals.

ilikebus.com | McLean, VA | 2013 – 2017

A well developed bus ticketing website for travelers.

MANAGEMENT CONSULTANT

Providing leadership and operations consulting, helped the business leap from \$200k to \$11M in revenue within two years, including spearheading the product development that amounted to 20% of the revenues.

EDUCATION AND CERTIFICATIONS

Master of Business Administration, Jack Welch Management Institute (anticipated graduation Q2-2025)

Bachelor of Science, Business Management, University of Texas at Arlington

Certifications: Quality-Driven Management, American Society of Quality | AWS Cloud Practitioner | Professional Scrum Product Owner I, Scrum.org | UC Berkeley Data Science Bootcamp (Anticipated graduation Apr-2025)

LANGUAGES

English, Mandarin

TOOLS AND TECHNOLOGY

SQL, Python, Asana, AWS Cloud Computing, S3, DynamoDB, Andes, Quicksight, LightGBM, Random Forest, Neural Networks

COMMUNITY ENGAGEMENT

Suicide Prevention Volunteer