Joao Fontainhas | jnfontainhas@gmail.com | +1 206 931 1389

OPERATIONS EXECUTIVE | LOGISTICS & SERVICE DELIVERY | PROCESS OPTIMIZATION

Operations Executive with 18+ years of experience leading large-scale logistics, customer service, and service delivery teams across North America, Europe, and Latin America. Proven track record in operational optimization, labor productivity, cost reduction, and strategic planning. Expert in leading high-performing teams, launching complex projects, and driving continuous improvement initiatives across global organizations.

Work Experience

Operations Manager – Amazon
Albuquerque, NM | Nov 2020 – Feb 2025

- Oversaw 4 delivery stations operations in a high-volume, high-velocity logistics network across the U.S. Southwest region.
- Acted as SME for labor productivity across 84 delivery stations, implementing network-wide strategies that boosted efficiency by 32% in 2024.
- Responsible for strategic planning and execution of initiatives aimed at improving last-mile delivery services.
- Optimized logistics processes, managed budgets, and fostered a culture of continuous improvement.
- Led a diverse team of over 250 employees, driving engagement and performance through effective leadership and development programs.

Project Manager – Amazon
Seattle, WA | Nov 2019 – Nov 2020

- Launched Heavy Bulky and Services (HBS) Customer Service operations in North America with 1,800+ associates across six global sites in Q1 2020.
- Rolled out HBS CS teams in the UK, ES, DE, and IT, improving quality metrics: +2,016 bps (UK), +2,928 bps (ES), +297 bps (DE).
- Managed the HBS Knowledge Management team, developing instructional design strategies and scalable content frameworks.
- Balanced scale, performance, and customer experience through program governance and stakeholder engagement.

Operations Leader – Amazon
San José, Costa Rica | Nov 2016 – Oct 2019

- Led a team of 60 associates and leaders in a dynamic start-up environment, driving operational excellence.
- Improved key metrics (Cancellation Rates, Perfect Service Order Percentage (PSOP), Background Checks) through performance management and workflow redesign.
- Streamlined Happiness Guarantee claims (HGC) investigations, enhancing customer and provider satisfaction.

- Achieved 81% productivity increase and 13.5% headcount reduction via workflow automation.
- Fostered a positive, agile culture supporting experimentation under tight timelines.

Operations Manager, Customer Service (CS) – Amazon
San Jose, Costa Rica | Jul 2012 – Oct 2016

- Managed 250+ associates across multiple CS functions in Mexico, Brazil, and North America.
- Launched CS operations for Amazon Retail Mexico, coordinating with Fulfillment, Marketplace, and Logistics.
- Expanded scope to include Logistics Support, Account Change, and Back Office operations.
- Reduced VCPC for Brazil CS team by 75%, from $22.0 to $6.5, through financial optimization.
- Improved Negative Response Rate (NRR) by 57% in Brazil and by 45% in NA Spanish CS through coaching and engagement.

Owner – Restaurant O Mamma Mia
Lisbon, Portugal & Badajoz, Spain

- Managed 2 restaurants with 54 and 168 seats respectively.
- Handled operations, administration, and financial performance of both locations.

General Manager – CS Hotéis
Portugal

- Led strategy and operations for a 5-star hotel opening.
- Negotiated with major tour operators and directed sales team performance.
- Developed budgets and implemented high service standards.

Resident Manager – Occidental Hotels & Resorts
Various Locations

- Oversaw operational departments and VIP guest services.
- Managed large staff teams in 4- and 5-star properties.

Education

Bachelor in Hotel Management, Tourism and Hotel Business School, Vienna, Austria
Vienna International University of Economics, Vienna, Austria

High School / Bachelor's Degree, Vienna French School, Vienna, Austria

Skills

Process Optimization · Strategic Planning · Logistics Management · Leadership · KPI Management · Conflict Resolution · Customer Service · Budget Oversight

Languages

Portuguese (Native) · English, Spanish, French (Fluent) · German (Intermediate)