

NANCY XIA

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EXPERIENCE

AMAZON

Seattle, WA

Business Analyst, Inbound Operations and Technology

Dec. 2018 – Present

- Pioneered utilization of visualization software (AWS QuickSight) for metrics reporting; created self-service dashboard eliminating need for team to manually create reporting for external partners and saving 10hrs/wk. Scaled adoption of software across org of 50+ people resulting in 97% reduction in teams' weekly business metrics reporting load time
- Created data link between two technical systems using Python, SQL, and AWS S3; enabled annual savings of \$2M in labor costs
- Captained rollout of inbound operations metrics best practices from the US to teams in Japan, UK, and Australia
- Most junior guest speaker selected for "Women Empowerment @ Inbound Operations and Technology" talk series; presented to Amazon team in Costa Rica on the gender barriers of breaking into science and technology fields
- Onboarded and mentored a Business Analyst; mentored team of six developers in Costa Rica

Instock (Supply Chain) Manager, Cameras

Feb. 2017 – Nov. 2018

- Led team of three associates located in India to design, implement, and scale the recording of product serial numbers in outbound and reverse logistics processes; realized 30% reduction in concessions and generated \$10.4M annual savings
- Created an inventory auditing process and drove 100% adoption across six retail teams, provided vendor managers with data and guidelines to negotiate for product allocation worth \$10M in weekly opportunity and to improve inventory health by 20%
- Improved team's holiday forecasting by streamlining data analyses; eliminated risk of human error and saved 50 hrs/yr
- Identified major algorithm gap in buying system and developed short-term fixes while working with central teams to implement long-term solutions; improved out-of-stock rates within the category by 325 bps over 3 months
- As a committee member of Women in Consumer Electronics, organized and developed content for monthly mentoring circles
- Designed and led seven Microsoft Excel and SQL trainings to 250 employees across Amazon

Brand Specialist, Personal Computers

July 2015 – Feb. 2017

- Drove \$180M in annual sales and 62% y/y growth (+45% compared to category) for Vendor A and \$90M in annual sales and 51% y/y growth (+34% to category) for Vendor B. Grew Vendor A from 14th to 4th largest vendor in the category in one year
- Designed a buying algorithm and drove adoption across category; resulted in 104 bps y/y improvement in in-stock rates
- Drove a 235 bps margin improvement with a key PC vendor after identifying asymmetric inventory opportunities
- Negotiated with multiple vendors to execute fully-funded deal post-Holiday; profitably eliminated \$2.2M of overstock inventory and additional \$2.7M of projected holding costs
- Researched, developed, and negotiated specifications for Amazon-exclusive computer monitors with leading manufacturers to drive 24% category revenue growth; the specifications determined leading products for the market across retailers for the year

EDUCATION

YALE UNIVERSITY

New Haven, CT

BA in Economics, GPA: 3.7/4.0

2011-2015

- Coursework focused in global markets; elective work in art history and contemporary literature
- International experiences: internship in Shanghai, China; study abroad in Paris, France; nonprofit volunteering in Pune, India
- **Yale Business Society, President** (2013-2014): Executed annual conference; oversaw 4 departments and 40 staff
- **Lean In at Yale, Co-Founder** (2013-2014): Organized weekly circles, facilitated discussions on gender equality and leadership
- **Sophomore Class Council, President** (2012-2013): Elected by class size of 1400 students; managed council of 24 members to execute social and academic events; restructured board election process to increase member engagement
- **Additional activities:** Yale Sustainable Food Program (Photographer), Yale Danceworks (Dancer), Yale Precision Marching Band (Saxophone Player), Yale Bands (Graphic Designer), Student Technology Collaborative (Media Technician)

ADDITIONAL INFORMATION

- **GMAT:** 760 (Q:49, V:44; 99th+ percentile)
- **Community Involvement:** Board of Directors Member at Purrfect Pals (local cat sanctuary nonprofit); Guest Speaker for Seattle Chapter of Girls Who Code (coding/tech nonprofit for high school girls); Mentor at United Negro College Fund (philanthropy org for black students); Player for After-Hours Gaming League (cross-corporate esports league for charity)
- **Interests:** Powerlifting (10th place in USA Championships, WA State Champion, 4x WA State record breaker), Etsy shopkeeping, international travel (especially inside caves: Waitomo Caves, New Zealand; Hang En Cave, Vietnam; Kazumura Cave, Hawaii)